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NOTICE OF MEETING AND AGENDA
FOR THE
MUNICIPAL RAILWAY IMPROVEMENT FUND
TUESDAY, JANUARY 16, 2001
3:30 P.M.
CROWNE PLAZA UNION SQUARE
480 Sutter Street, San Francisco
Sutter I Room - Mezzanine

(1) **CALL TO ORDER**

(2) **ROLL CALL**

(3) **MIF MINUTES OF DECEMBER 19, 2000 MIF REGULAR MEETING** – Review of Minutes and action as required.

(4) **PUBLIC COMMENT** - At this time, members of the public may address the Fund on items of interest to the public that are within the subject matter jurisdiction of the Fund, except agenda items. With respect to agenda items, your opportunity to address the Fund will be afforded when the item is reached in the meeting, with one exception. When the agenda item has already been reviewed in a public hearing at which members of the public were allowed to testify and the Fund has closed public hearing, your opportunity to address the Fund must be exercised during the Public Comment portion of the calendar. Each member of the public may address the Fund for up to three minutes. If it is demonstrated that comments by the public will exceed 15 minutes, the Chairperson or Vice-Chairperson may continue Public comment to another time during the meeting.

(5) **ITEMS TO BE CONTINUED -** None.

(6) **PROGRAMS OF THE MUNICIPAL RAILWAY IMPROVEMENT FUND**

a) **Program Management**
- i) Report and FY 2001-2002 Budget Request to Municipal Transportation Agency – Action as required.
- ii) MIF Program retreat – Action as required.
- iii) Program promotion – Action as required.

b) **Ambassador Training Program**
- i) Attendance and participation – Action as required.
- ii) Train-the-Trainer Program – Action as required.

c) **Employee Assistance and Peer Assistance Program**
- i) EAP report – Action as required.
- ii) PAP report – Action as required.
- iii) PAP Coordinator search – Action as required.
- iv) Status report concerning Claremont contract for FY 2000-2001 – Action as required.

d) **"Friends of Muni"**
- i) Status update – Action as required.

e) **"Destination" Newsletter**
- i) Status update – Action as required.

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(7) **ADJOURNMENT**

NOTE - Items listed on this calendar will not be heard before the stated time.

ACCESSIBLE MEETING POLICY - Accessible seating for persons with disabilities (including those using wheelchairs) will be available. In order to assist the City's efforts to accommodate persons with severe allergies, environmental illnesses, multiple chemical sensitivity or related disabilities, attendees at public meetings are reminded that other attendees may be sensitive to various chemical based products. Please help the City accommodate these individuals.

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TUESDAY, JANUARY 16, 2001
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CROWNE PLAZA UNION SQUARE
480 Sutter Street, San Francisco
Sutter I Room - Mezzanine

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MINUTES OF THE
MUNICIPAL RAILWAY IMPROVEMENT FUND
REGULAR MEETING
TUESDAY, JANUARY 16, 2001
CROWN PLAZA UNION SQUARE
480 Sutter Street
San Francisco, CA
Sutter I Room-Mezzanine
3:30 p.m.

TRUSTEES PRESENT: Madden (Acting Chairman), Antonio (T), Lum (A) and Teichman (A)

TRUSTEES ABSENT: Martin (Chairman), Gourdine (T), Daly (T), Hatch (A), and Caldwell (A)

STAFF IN ATTENDANCE: Danny Beagle, Program Coordinator
Jacqueline Morante, Staff

ALSO IN ATTENDANCE: Dr. Tom Farris, Claremont Behavioral Services
Gayle Orr-Smith, Heiress Consulting

(1) **CALL TO ORDER** – Acting Chairman Madden called the January 16, 2001 Municipal Railway Improvement Fund regular meeting to order.

(2) **ROLL CALL WAS CONDUCTED.**

(3) **MINUTES OF DECEMBER 19, 2000 -** Acting Chairman Madden asked the Board to review the minutes of the Municipal Railway Improvement Fund Board of Trustees regular meeting of December 19, 2000 . After review, **a Motion was made, seconded, and carried to** approve the Minutes of the December 19, 2000 Board of Trustees meeting, as presented.

Speaker: John Madden and Irwin Lum
Action: Approved
Ayes: Madden, Antonio, Teichman, and Lum
Motion: 163
Public Comment: None

(4) **PUBLIC COMMENT** - None

(5) **ITEMS TO BE CONTINUED** - None

(6) FUND PROGRAMS

(a) Program Management

Mr. Beagle presented a report entitled "San Francisco Municipal Railway Improvement Fund Board of Trustees Meeting" dated January 16, 2001 concerning the following matters:

i) Report and FY 2001-2002 Budget Request to Municipal Transportation Agency

Mr. Beagle reported that he was still collecting data on PSRs, workers compensation, absenteeism, and sick leave for purposes of cross referencing this date to Ambassadors Program Training attendance and inclusion in the report to be presented to the MTA at its next meeting. He distributed a draft of the report and asked the Board for their comments as soon as possible in advance of the MTA meeting scheduled January 30, 2001. After discussion, **a Motion was made, seconded, and carried to** authorize Mr. Beagle to draft a letter to Muni General Manager Burns requesting Muni's cooperation with the Municipal Railway Improvement Fund to improve Muni data collection.

Speaker: Danny Beagle, John Madden, Judith Teichman, Ray Antonio, Gayle Orr-Smith, and Tom Farris
Action: Approved
Ayes: Madden, Antonio, Teichman, and Lum
Motion: 164
Public Comment: None

A Motion was made, seconded, and carried to approve the FY 2001-2002 Budget attached to the draft report to the MTA subject to final review and approval by Chairman Martin and Trustee Gourdine.

Speaker: Danny Beagle, John Madden, Ray Antionio, and Judith Teichman
Action: Approved
Ayes: Madden, Antonio, Teichman, and Lum
Motion: 165
Public Comment: None

ii) MIF Program retreat

Mr. Beagle reported that on December 20, 2000 a meeting was held to discuss the MIF/Muni 'retreat' intended to discuss the mission, achievements, and goals of the MIF. Mr. Beagle stated that the retreat is scheduled for January 25, 2001. After discussion of the retreat agenda attached to his January 16, 2001 report, Mr. Beagle asked the Board to contact him with any further comments concerning the retreat agenda within the next week.

Speaker: Danny Beagle, John Madden, and Judith Teichman
Action: None
Motion: None
Public Comment: None

iii) Program Promotion

Ms. Orr-Smith reported that the next series of MIF program promotional posters are being developed and that she would continue to meet with the Division Chairpersons every Thursday to discuss Ambassadors and Friends Programs' promotion.

Speaker: Gayle Orr-Smith, Danny Beagle, and Irwin Lum
Action: None
Motion: None
Public Comment: None

b) Ambassador Program

i) Attendance and Participation

Mr. Beagle reported that attendance in the Ambassador Program should increase to twenty-five per class by next month and projected that if this class size can be sustained, Phase I and Phase II participants will have completed their training by December 31, 2001.

Speaker: Danny Beagle and Judith Teichman
Action: None
Motion: None
Public Comment: None

ii) Train-the-Trainer Program

Mr. Beagle presented and discussed the proposed budget for the train the trainer program. After discussion, **a motion was made, seconded, and carried to** approve the budget for the train the trainer project.

Speaker: Danny Beagle, Judith Teichman, and Irwin Lum
Action: Approved
Motion: 166
Ayes: Madden, Antonio, Teichman, and Lum
Public Comment: None

c) Report by Claremont

Mr. Farris distributed a report entitled "Municipal Railway Improvement Fund EAP Report" dated January 16, 2001 and Peer Assistance Program Report dated January 16, 2001 and noted the following:

i) **Employee Assistance Program**

Total cases reviewed by the EAP for July 1, 2000 through Jan. 11, 2001 – one hundred.

Speaker: Tom Farris
Action: None
Motion: None
Public Comment: None

ii) Peer Assistance Program

Claremont has invited their top candidate for Peer Assistance Program Coordinator to meet with the Peer Assistance Oversight Committee.

Speaker: Tom Farris
Action: None
Motion: None
Public Comment: None

iii) Trauma Response Program

While Muni has no formal Trauma Response Program, Claremont has created an informal program with Muni's Workers Compensation Department and the Peer Assistance Program. Since December, Claremont has received eighteen "critical incident" referrals and Muni General Manager Michael Burns has written to Chairman Martin and requested that a formal program be developed. Trustee Antonio stated that he met with Operations Manager Lisa Mancini to develop the program, and Muni is deciding which department it would be assigned to.

Speaker: Tom Farris, Judith Teichman, John Madden, and Ray Antonio
Action: None
Motion: None
Public Comment: None

iv) Status report concerning Claremont contract for FY 2000-2001

Claremont has not been paid for operators or miscellaneous "safety sensitive" employees since June, 2000. After discussion, Acting Chairman Madden stated he would follow up with Mr. Larry Williams regarding Claremont's contract. After discussion **a Motion was made, seconded, and carried to** 1) add an evergreen clause to Claremont's contract, and 2) extended the contract (5) years.

Speaker: Tom Farris, John Madden, Judith Teichman, and Ray Antonio
Action: Approved
Motion: 167
Ayes: Madden, Teichman, Antonio, and Lum
Public Comment: None

A Motion was made, seconded, and carried to accept the report submitted by Mr. Farris as presented.

Speaker: Judith Teichman and Ray Antonio
Action: Approved
Motion: 168
Ayes: Madden, Teichman, Antonio, and Lum
Public Comment: None

d) "Friends of Muni"

Ms. Orr-Smith reported that the "Friends of Muni" would continue to work with neighborhood advisory and community based agencies such as Senior Action

Network, Police Department, and SF Public Housing to develop rider and pedestrian safety educational programs and rider etiquette awareness programs. Ms. Orr-Smith noted she would ask the "Muni Transfers" to participate in focus groups with middle and high school students, school officials, the SFPD Muni Detail, and the Transit Assistance Program.

Speaker: Gayle Orr-Smith
Action: None
Motion: None
Public Comment: None

e) **"Destinations" Newsletter**

Ms. Orr-Smith reported that the proposed budget reflects continued monthly publication and a 50,000 run per issue. She also stated that she is researching grants to support the MIF and Newsletter. The Board asked Ms. Orr-Smith to contact the S. F. MTC Controller concerning the availability of transit – related grants. After discussion, **a Motion was made, seconded, and carried to** approve the reports submitted by Ms. Orr-Smith.

Speaker: Gayle Orr-Smith, Judith Teichman, and Irwin Lum
Action: Approved
Motion: 169
Ayes: Madden, Teichman, Antonio, and Lum
Public Comment: None

Adjournment: There being no further business the meeting was adjourned at 5:15 p.m.

Respectfully submitted by:
Geoffrey Piller, Board Secretary

GP:jm

jm opeiu 3 afl cio142

NOTICE OF MEETING AND AGENDA
FOR THE
MUNICIPAL RAILWAY IMPROVEMENT FUND
TUESDAY, FEBRUARY 20, 2001
3:30 P.M.
CROWNE PLAZA UNION SQUARE
480 Sutter Street, San Francisco
Cable Car Room - Mezzanine

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2/20/01

(1) **CALL TO ORDER**

(2) **ROLL CALL**

(3) **MIF MINUTES OF JANUARY 16, 2000 MIF REGULAR MEETING** – Review of Minutes and action as required.

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(5) **ITEMS TO BE CONTINUED** - None.

(6) **PROGRAMS OF THE MUNICIPAL RAILWAY IMPROVEMENT FUND**

a) **Program Management**
- i) FY 2001-2002 Budget Request to Municipal Transportation Agency – Action as required.
- ii) Retreat – report to the Board concerning the January 25, 2001 retreat – Action as required.
- iii) Program promotion – Action as required.

b) **Ambassador Training Program**
- i) Attendance and participation – Action as required.
- ii) Train-the-Trainer Program – Action as required.

c) **Employee Assistance and Peer Assistance Program**
- i) EAP report – Action as required.
- ii) PAP report – Action as required.
- iii) PAP Coordinator search – Action as required.
- iv) Amendment of extending the 1996 - 2000 Claremont contract through FY 2000-2001 – Action as required.
- v) Review of request for proposal for EAP, PAP, and Trauma Response Services – Action as required.

d) **"Friends of Muni"**
- i) Rider Attraction Cards – Action as required.
- ii) Operator Stress Management Poster – Action as required.
- iii) "Friends of Muni" Meetings Update – Action as required.

e) **"Destination" Newsletter**
- i) Young Community Developer Circulation project – Action as required.
- ii) Schedule Publishing Panel – Action as required.

(7) **ADJOURNMENT**

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ACCESSIBLE MEETING POLICY - Accessible seating for persons with disabilities (including those using wheelchairs) will be available. In order to assist the City's efforts to accommodate persons with severe allergies, environmental illnesses, multiple chemical sensitivity or related disabilities, attendees at public meetings are reminded that other attendees may be sensitive to various chemical based products. Please help the City accommodate these individuals.

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Sutter 1 Room - Mezzanine

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NOTICE OF MEETING AND AGENDA
FOR THE
MUNICIPAL RAILWAY IMPROVEMENT FUND
TUESDAY, MARCH 20, 2001
3:30 P.M.
CROWNE PLAZA UNION SQUARE
480 Sutter Street, San Francisco
Telegraph Hill Room – 30th Floor

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(1) **CALL TO ORDER**

(2) **ROLL CALL**

(3) **MIF MINUTES OF JANUARY 16, 2000 MIF REGULAR MEETING** – Review of Minutes and action as required.

(4) **PUBLIC COMMENT** - At this time, members of the public may address the Fund on items of interest to the public that are within the subject matter jurisdiction of the Fund, except agenda items. With respect to agenda items, your opportunity to address the Fund will be afforded when the item is reached in the meeting, with one exception. When the agenda item has already been reviewed in a public hearing at which members of the public were allowed to testify and the Fund has closed public hearing, your opportunity to address the Fund must be exercised during the Public Comment portion of the calendar. Each member of the public may address the Fund for up to three minutes. If it is demonstrated that comments by the public will exceed 15 minutes, the Chairperson or Vice-Chairperson may continue Public comment to another time during the meeting.

(5) **ITEMS TO BE CONTINUED -** None.

(6) **REPORT BY BOARD SECRETARY CONCERNING AMENDMENT OF SAN FRANCISCO ADMINISTRATIVE CODE SECTION 10.205** – Action as Required.

(7) **PROGRAMS OF THE MUNICIPAL RAILWAY IMPROVEMENT FUND**

a) **Program Management**
- i) FY 2001-2002 Budget Request to Municipal Transportation Agency – Action as required.
- ii) MIF/Muni Retreat and Post Retreat Process follow up – Action as required.
- iii) Grant Applications – Action as required.
- iv) MIF Newsletters – Action as required.

b) **Ambassador Training Program**
- i) Attendance and Participation Update– Action as required.
- ii) Task Force Report – Action as required.
- iii) Train-the-Trainer Program – Action as required.

c) **Employee Assistance and Peer Assistance Program**
- i) EAP report – Action as required.
- ii) PAP report – Action as required.
- iii) Hiring Process – Action as required.
- iv) Utilization Update – Action as required.
- v) Amendment extending Claremont Contract through the fiscal year ending June 30, 2001 – Action as required.

d) **"Friends of Muni"**
- i) Post Retreat follow up – Action as required.
- ii) Division Rap Session – Action as required.
- iii) School Program – Action as required.

e) **"Destinations" Newsletter**
- i) New Distribution Plan – Action as required.
- ii) Publishing Panel – Action as required.

(8) **NEW BUSINESS**
- i) Recommendation to change meeting to the fourth Tuesday of each month – Action as required.

(9) **ADJOURNMENT**

NOTICE OF MEETING AND AGENDA
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Attachment #1

PROPOSED MUNICIPAL RAILWAY IMPROVEMENT FUND BUDGET
JULY 1, 2001 THROUGH JUNE 30, 2002

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
STAFF													
Coordinator	5208	5208	5208	5208	5208	5208	5208	5208	5208	5208	5208	5208	62496
Board Secretary	3700	3700	3700	3700	3700	3700	3700	3700	3700	3700	3700	3700	44400
Clerical	2105	2105	2105	2105	2105	2105	2105	2105	2105	2105	2105	2105	25260
Overhead	3105	3105	3105	3105	3105	3105	3105	3105	3105	3105	3105	3105	37260
Expenses	2000	2000	2000	2000	2000	2000	2000	2000	2000	2000	2000	2000	24000
Subtotal	16118	16118	16118	16118	16118	16118	16118	16118	16118	16118	16118	16118	193416
AMBASSADOR TRAINING PROGRAM													
Trainers Fee	103950	89250	57300	111000	99500	54200							515200
Training Facility	2500	1650	2500	2500	2500	1650	2500	2500	2500	2500	2200	2200	27700
Catering	2500	1250	2500	2500	2500	1250	2500	2500	2500	2500	2500	2500	27500
Ambassador Newsletter		2000		2000		2000		2000		2000		2000	12000
Train-the-trainer	25000	25000	25000	25000	25000	25000	25000	25000	25000	25000	25000	25000	300000
Subtotal	133950	119150	87300	143000	129500	84100	30000	32000	30000	32000	29700	31700	882400
FRIENDS OF MUNI													
Project Management	5500	5500	5500	5500	5500	5500	5500	5500	5500	5500	5500	5500	66000
Materials/Printing	4000	4000	4000	4000	4000	4000	4000	4000	4000	4000	4000	4000	48000
Meeting Expense	0	0	200	200	200	0	200	200	200	200	200	200	1800
Events	0	0	2000	2000	2000	2000	2000	2000	2000	2000	2000	2000	20000
Subtotal	9500	9500	11700	11700	11700	11500	11700	11700	11700	11700	11700	11700	135800
DESTINATIONS													
Editing	5500		5500		5500		5500		5500		5500		33000
Writing/artwork	4500		4500		4500		4500		4500		4500		27000
Design	3500		3500		3500		3500		3500		3500		21000
Translation (Spanish,Chinese,Russi	4000		4000		4000		4000		4000		4000		
Printing	7400		7400		7400		7400		7400		7400		44400
Circulation	2800		2800		1000		1000		1000		1000		9600
Subtotal	27700		27700		25900		25900		25900		25900		159000
EMPLOYEE ASSISTANCE/PEER ASSISTANCE*													
Employee Assistance Program													
Claremont fee - Operators	4100	4100	4100	4100	4100	4100	4100	4100	4100	4100	4100	4100	49200

Danny Beagle
MIF Coordinator
DB:jm

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PROPOSED MUNICIPAL RAILWAY IMPROVEMENT FUND BUDGET
JULY 1, 2001 THROUGH JUNE 30, 2002

Peer Assistance Program													
Supervision - Operators	5133	7700	7700	7700	7700	7700	7700	7700	7700	7700	7700	7700	89833
Training/Certification/Operators	400	400	400	400	400	400	400	400	400	400	400	400	4800
Database management/Operators	67	67	67	67	67	67	67	67	67	67	67	67	804
Telephone/Operators	$ 333	$ 333	$ 333	$ 333	$ 333	$ 333	$ 333	$ 333	$ 333	$ 333	$ 333	$ 333	$ 3,996
Subtotal	**$ 10,033**	**$ 12,600**	**$ 12,600**	**$ 12,600**	**$ 12,600**	**$ 12,600**	**$ 12,600**	**$12,600**	**$ 12,600**	**$12,600**	**$ 12,600**	**$12,600**	**$ 148,633**
EVALUATION													
Data collection and analysis	$ 3,000	$ 3,000	$ 3,000	$ 3,000	$ 3,000	$ 3,000	$ 3,000	$ 3,000	$ 3,000	$ 3,000	$ 3,000	$ 3,000	$ 36,000
Polling	$ 1,500	$ 1,500	$ 1,500	$ 1,500	$ 1,500	$ 1,500	$ 1,500	$ 1,500	$ 1,500	$ 1,500	$ 1,500	$ 1,500	$ 18,000
Subtotal	**$ 4,500**	**$ 4,500**	**$ 4,500**	**$ 4,500**	**$ 4,500**	**$ 4,500**	**$ 4,500**	**$ 4,500**	**$ 4,500**	**$ 4,500**	**$ 4,500**	**$ 4,500**	**$ 54,000**
MISCELLANEOUS													
MIF Meetings	$ 175	$ 175	$ 175	$ 175	$ 175	$ 175	$ 175	$ 175	$ 175	$ 175	$ 175	$ 175	$ 2,100
Insurance	$ 4,060	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ 4,060
MIF Web Page	$ 250	$ 250	$ 250	$ 250	$ 250	$ 250	$ 250	$ 250	$ 250	$ 250	$ 250	$ 250	$ 3,000
Subtotal	**$ 4,485**	**$ 425**	**$ 425**	**$ 425**	**$ 425**	**$ 425**	**$ 425**	**$ 425**	**$ 425**	**$ 425**	**$ 425**	**$ 425**	**$ 9,160**
Grand Total	**$206,286**	**$162,293**	**$160,343**	**$188,343**	**$200,743**	**$129,243**	**$101,243**	**$77,343**	**$101,243**	**$77,343**	**$100,943**	**$77,043**	**$1,582,409**
*Board Secretary fee is an average monthly figure, based on an hourly fee of $175 per hour													
**Covers costs of providing service to operators only													

Danny Beagle
MIF Coordinator
DB:jm

Attachment #2

MUNI/MIF STRATEGIC PLANNING

PARTICIPANTS:

MUNI	MIF	MTA COMMISSIONERS
Michael Burns	Roberto Almanzan	Shirley Bryer Black
Arlene Eisen	Ray Antonio	Enid Ng Lim
Alicia Fletcher	Danny Beagle	James Bourgart
Jeffrey Gary	Tom Farris	
George Hague	Laura Gieben	**MIF TRUSTEE**
Lou Johnson	Audra Knight	John Madden
Maggie Lynch	Audrey Knight	
Lisa Mancini	Larry Martin	
Bud McNaughton	Jacqueline Morante	
Lynn Susoeff	Gayle Orr-Smith	
Larry Williams	Geoff Piller	

MUNI'S AREAS OF FOCUS 2001/2002: Michael Burns

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1. Organizational Change
   - New People
   - New Structure
   - Implementing Proposition E
2. Safety and Training
3. Improving Customer Service and Satisfaction
4. Service Reliability
   - Preventative Maintenance
   - Replacing rolling stock
5. Cost Effectiveness
   - Spending public money in the most cost effective way

MUNI'S VISION (Statements are in the process of being fully developed)

- To be the employer of choice
- To be the preferred means of transportation

MIF OVERVIEW: Larry Martin

- 1996 Memorandum of Understanding between San Francisco and Transport Workers Union of America Local 250 established the Municipal Railway Improvement Fund (MIF), administered by a labor-management Board of Trustees.

- MIF was created to assure buy-in and participation from all parties

- MIF Organization and Process: Need MUNI participation

  - Board of Trustees
    - 3 members appointed by Metropolitan Transportation Agency
    - 3 members appointed by Local 250-A
    - 3 alternates appointed by Metropolitan Transportation Agency
    - 3 alternates appointed by Local 250-A.
    - There are currently 2 open MTA positions (one regular, one alternate).

  - MIF Staff meeting every Monday at 11:00 a.m.
    - Outcomes of meetings go to Trustees for approval. Need broader MUNI participation.

  - MUNI, as part of its budget, approves funding for MIF

- MIF Programs: Danny Beagle

  - Ambassador Program –Training in customer service, diversity (team building, stress) , conflict resolution, team-building and stress management to employees involved in delivering service to riders on twelve Ambassador lines

  - Peer Assistance Program – Support for MUNI employees by helping them resolve poor work performance situations that may be caused by stress-related personal problems

  - Friends of MUNI Program – A network of neighborhood advisory committees to:
    - Improve and maintain communication between MUNI and its riders
    - Involve riders in a constructive process of helping to provide safe, reliable public transit service
    - Reduce stress on the operator by encouraging an informed and cooperative ridership

  - Destinations Newsletter – A rider's newsletter, presenting an upbeat message about MUNI, while recognizing the frustration experienced by many riders

MUNI/MIF COMMON GOALS/APPROACH:

1. Improving customer service and rider satisfaction
2. Trying to train and equip the operators to deal effectively with their jobs
3. Improving employee morale
4. Transition to in-house responsibility
5. Integration of MIF Ambassador program with MUNI's overall training
6. Instilling and strengthening the sense that MUNI is a team
7. Communication – internally and externally
8. Changing the culture
9. Improving working relationships and the working environment – making MUNI the best place to work

GENERAL ISSUES TO BE ADDRESSED IN IMPLEMENTING MIF PROGRAMS:

1. Taking people away from the job to engage in training adds stress in filling the gap – we need to address the scheduling issues
2. How to deal with the current environment where many people are reluctant to engage in community meetings (impacts participation in Friends of MUNI activities)
3. We need to jointly acknowledge our problems and deal with them
4. Reducing/eliminating "Them versus Us" – having representatives from each program and MUNI working together whenever possible
5. MUNI needs to define itself, rather than reacting to outside definitions
6. Broaden programs to include all employees, not just operators
7. Increasing diversity in the MUNI training department
8. How to recognize/acknowledge people who have gone through the Ambassador program
9. How to coordinate actitivies of Joint Labor Management Committees and MIF Programs.

OTHER GENERAL ISSUES NOTED BY PARTICIPANTS:

1. How to involve MIF people in efforts underway at MUNI, such as goal setting.
2. MUNI reps have felt uncomfortable when attending MIF staff meetings.
3. How do we get to the Press? Can we build in a PR program?

AMBASSADOR PROGRAM DISCUSSION:

Overview:

- Want to bring training to all who touch the 12 Ambassador lines – 1,200
- Measurements of the program to date indicate generally positive information
- Next steps for Train-the-Trainer:
  1. Determine best way to make the program part of new operator training
  2. Professionalize the Training Department, utilizing a proposed training course
     - Trainers need education in training competencies
  3. Create a corps of specialists to conduct the training
     - Want to be able to select/identify trainers, rather than base selection on seniority

MUNI/MIF Goals for the Ambassador Program:

1. Professionalize the Training Department, including Train-the-Trainer program
2. Provide Ambassador training to a broad spectrum of MUNI employees

Issues to be Addressed In On-going Implementation of Train-The-Trainer:

1. Turnover of 9139s in the current department
2. Not enough training time to do all driving/operator training
3. Trainers don't have enough training competencies – different skills are needed to train driving skills versus people skills
4. Budget constraints
5. How to select people and keep motivational opportunity offered by the 9139 position
6. Need to utilize the strengths of the MIF Ambassador program

Issues that Need to be Addressed In On-going Delivery of the Program Curriculum:

1. Budget constraints
2. Cost to train given:
   - Length of program (6 days)
   - How many people attend (scheduling issues)
   - All the people we want to reach
3. How to reach new operators right away (approximately 400 new operators)
4. How to effectively deliver the program to address time and cost issues yet maintain the quality and integrity of the program
5. How to effectively meet the needs of each group we want to reach
6. How to measure the success of the program
   - What does success mean?
   - How to reflect training as a long-term goal
7. Content needs to be aligned with MUNI policies and procedures
8. How to track attendance, cross-checking with schedules and avoiding repeats

AMBASSADOR PROGRAM DISCUSSION (CONT'D):

Key Next Steps:

1. Look at current MUNI program to determine how the program is currently set up to meet the requirements of the Ambassador Program and address the issues raised
   - Identify strengths and gaps
2. Agree on qualifications/classification for trainers of the Ambassador Program, keeping in mind the simultaneous desires to:
   - Have competent trainers
   - Retain all trainers over the long-term
   - Continue to motivate existing staff
3. Define additional training current trainers need and determine best approach to professionalize Training Department.
4. Review current program delivery process and determine best way to address the identified issues
   - Be open to new ways of delivering the program
5. Resolve who ought to be conducting the Ambassador Program within MUNI
   - Determine the best configuration of consultants and in-house trainers
6. Define what success looks like and how to measure
   - Determine how to best deliver program to achieve success

PEER ASSISTANCE PROGRAM DISCUSSION:

Overview:

- Claremont Behavioral Services has been working with MUNI to provide EAP/Peer Assistance Program and has proposal to provide Trauma Response Services for MUNI.
- Primary issue has been how to maximize the effectiveness of the Claremont program.
  - There has not been a real home for the program, from which Claremont is held accountable
    - ⇨ This is being addressed by the current review to have the program report to the Workers Compensation Division.

MUNI/MIF Goal for the Peer Assistance Program:

- Have a formalized Trauma Response System

Issues that Need to be Addressed In On-going Delivery of the Peer Assistance Program:

1. Formalize reporting relationship within MUNI for the Claremont program
2. Current leave policy breaches confidentiality issue
3. How to have management see the program as a resource
4. Everyone ought to know how and when to access PAP and EAP
   - Have a system for determining when to refer people to the program
5. Connect the substance abuse testing program with PAP and EAP

PEER ASSISTANCE DISCUSSION (CONT'D):

Key Next Steps:

1. Develop an action plan to address the identified issues.
2. Prepare and issue an RFP for a new contract.

FRIENDS OF MUNI/DESTINATIONS DISCUSSION:

Overview:

Overall goals of the program are to:

- Increase connectedness between drivers and passengers
- Improve riders' relations with MUNI
- Increase safety

Some of the issues the program has faced are:

- We can't always resolve the problems raised as quickly as desired
- Willingness of operators to attend activities
- Riders not always willing to attend or stay long at meeting
- Would like closer work with Maggie and Alicia to develop cohesive plan and solve problems

Issues that Need to be Addressed In On-going Delivery of the Friends of MUNI/Destinations Program:

1. How to integrate with programs MUNI is already doing, such as community meetings, and not duplicate efforts; use money to do more customer education
2. Have line operators and riders meet
3. We need to do more outreach in more diverse/disenfranchised communities
4. How to effectively utilize Destinations to address outreach needs: provide translations into Spanish, Chinese, etc.
5. Coordinate publication of Detinations with publication of Muni newsletters.
6. How to have more collaboration with MUNI

Key Next Steps:

1. Review programs and develop plan to address identified issues
    - Rider/driver relationships
    - Crime/safety
    - Schools
    - Others

2. Involve constituencies affected by the programs to strategize solutions

ACTION PLAN:

Program	Action Steps	People Involved	End Date
Ambassador Program	1a. Look at current Ambassador program to determine how the program is currently set up to meet the requirements of MUNI and address the issues raised - Identify strengths and gaps - Understand MUNI's vision of training (possibly a document prepared by MUNI)	Danny Beagle*, Arlene Eisen, George Hauge, Lou Johnson, Larry Martin, Bud McNaughton, Lynn Susoeff, Larry Williams,	Mid-April
	1b. Agree on qualifications/classification for trainers of the Ambassador Program in order to have competent Ambassador program trainers, retain all trainers long-term and motivate current trainers. - Determine how to manage the needed culture change	Ambassador Program Consultants Consider bring in City College later in process	Mid-April
	2. Define additional training current trainers need and determine best approach		July 1st
	3. Review current program delivery process and determine best way to address the identified issues		Mid-October
	4. Resolve who ought to be conducting the Ambassador Program within MUNI (best configuration of consultants and in-house trainers)		Mid-October
	5. Define what success looks like and how to measure		Mid-October
Peer Assistance	1. Develop an action plan to address the identified issues	Ray Antonio, Jeffrey Gary, Tom Farris	Mid-July
	2. Prepare and issue an RFP and establish new contract	Larry Williams	Mid-July
Friends of MUNI	1. Review programs and develop plan to address identified issues • Rider/driver relationships • Crime/safety • Schools • Others	Alicia Fletcher, Enid Ng Lim, Maggie Lynch, Larry Martin, Gayle Orr-Smith	July 1st October 1st
	2. Involve constituencies affected by the programs to strategize solutions	Constituencies, as appropriate	

***Danny Beagle has been designated the point person for all action items.**

PROCESS AGREED TO BY THE "JANUARY 25TH GROUP" FOR IMPLEMENTING ACTION PLAN:

1. Report status of work monthly to the *January 25th Group*, MIF and MTA Boards. Danny is point person to coordinate efforts.

2. Provide contact information to all *January 25th Group* participants

3. When major differences arise the Executive Committee will review draft proposals and resolve disputes. The Executive Committee is comprised of Ray Antonio, Michael Burns, Claire Caldwell, George Hague, Lisa Mancini, and Larry Martin.

4. Have representatives from MUNI at MIF weekly staff meetings and Board Meetings.

5. By mid-April meet again as a group.

6. By mid-April determine when next level of communication will be done.

7. Establish common ground at all meetings.

8. Always chart our expected results from each meeting.

9. Track who is being trained.

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DRAFT

Ambassador Program
Train-the-Trainer Program

From its inception, the objects of the Ambassador Training Program have been

- to provide training to Muni employees involved in the delivery of service on 12 lines in the skills and techniques necessary for them to act as "Ambassadors"
- to train Muni trainers or others in the delivery of the Ambassador Training Program.
- to create a program which would become part of the standard curriculum for new hires, as well as all other Muni employees.

With the conclusion of Phase II—the training of Ambassador Line personnel--in sight, it is appropriate to begin planning for this transition. It involves, of necessity, developing a New Operator Curriculum based on the Ambassador Program, and training a core of specialist trainers to transmit this curriculum. Since the investment in their training will be large, it will also be necessary to make it possible to retain these specialists within the Training Department.

STEP ONE: INTRODUCING THE AMBASSADOR PROGAM

Most of the Muni Training Department has yet to go through the regular six-day Ambassador Program.

Starting immediately, therefore, three or more trainers will be scheduled for participation in the Ambassador Program. At this rate, the entire department of 60 could complete the current 6-day Ambassador program by June 1 at no extra cost.

STEP TWO: PROFESSIONALIZING THE TRAINING DEPARTMENT

All current members of the training department will go through an additional 20 days of training. This training will focus on certain basic competencies: learning theory, presentation and delivery skills, course design, lesson planning, etc. This experience will give all the members of the Training Department deeper exposure to Ambassador program. It will enhance their skills in teaching the material they now present to new operators. It will allow them and the outside consultants to decide whether they wish to and are capable of continuing this process and becoming certified trainers in the Ambassador curriculum. Finally, it will motivate them to support and participate Muni's efforts to professionalize the department. **60 people in five groups of 12=30 sessions.**

See attached Draft Curricula (Attachments #1 and #2)

STEP THREE: SELECTION AND RECLASSIFICATION

At the conclusion of step two an anticipated 6-10 trainers will be selected/self-selected for further training as specialists. These specialists should be eligible for reclassification, with appropriate incentives, to remain in the Training Department. There should be agreed-upon criteria for specialist training, and a program for how to help employees meet those criteria, including a cooperative program with San Francisco City College and CSU-San Francisco.

STEP FOUR: ADVANCED SPECIALIST TRAINING

This group of specialists will then go through an intense period of training with the MIF consultants that will enable them, at the conclusion of this training to deliver some portion of the Ambassador Program to new operators. Part of their training would be of "student teaching" under the supervision of the consultants.

See attached curricula and timelines. (Attachments #3 and #4)

STEP FIVE: INCLUSION OF AMBASSADOR PROGRAM IN MUNI NEW OPERATOR TRAINING PROCESS

With the specialists prepared to conduct the Ambassador program, the curriculum would become a part of the standard Muni Training Curriculum for new operators. This training would consist of the same six-day process currently offered to employees on the Ambassador Lines. New mechanics, inspectors, dispatchers, managers and others would also be brought in for this phase of the New Operator Training.

STEP SIX: CERTIFICATION

At the conclusion of this process, these specialists will be certified as "master trainers" within the Muni system. They would be qualified to present this material to new hires and to current employees. They would be prepared to:

- come into each New Operator class at the appropriate time in the schedule and lead the class through the six-day Ambassador curriculum;
- initiate the process of training other trainers in the Ambassador Program materials;
- Present the Ambassador materials to all other Muni personnel.

STEP SEVEN: ADDITIONAL TRAINING

At the same time, MIF and Muni would establish a process at the City College Transit Academy and the Urban Institute at California State University-San Francisco, as appropriate, for members of the Training Department. This would provide additional training, leading toward degree programs in such areas as Transit Management, Psychology, Education, or other related disciplines. Training as described above would be credited toward such degrees.

Attachment #3

Synthesis Proposals to
Transit Cooperative Research Program

Submitted by
San Francisco Municipal Railway Improvement Fund

1. **Customer Service Initiatives**
2. **Rider Education Initiatives**
3. **Community Policing on Mass Transit**
4. **Coordination between School Systems and Public Transit**
5. **Prevention vs. Intervention: A Better Strategy for Occupational Stress Reduction**
6. **Professionalizing Training for New Hires**
7. **Impact of Peer Assistance Programs**

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Synthesis # 1
Customer Service Initiatives
(Place the Transit Customer First)

Transit agencies are increasingly attempting to focus their energies and resources around improved customer service. Managers understand that riders expect their transit system to operate in a safe, reliable and timely manner, that vehicles should be clean and well-maintained and that transit operators should be courteous and helpful. The economic and political consequences of failing to provide good customer service can be extremely serious.

Current transit training focuses almost entirely on operational skills. Operators are therefore often unprepared to deal successfully with an environment featuring increased cultural and demographic diversity (spanning gender, age, disability, race, ethnicity, religion, sexual orientation and language). At the same time, members of the riding public often hold operators accountable for problems over which they have absolutely no control—such as equipment breakdowns, understaffing, overcrowding, traffic congestion and other factors. Instead, as the most visible representatives of the transit system, operators are often the objects of riders' anger over what is perceived as inadequate service. The costs to the transit system are manifested in a high volume of stress and other workers compensation claims, high turnover rates and absenteeism.

This synthesis will survey transit agencies to determine best practices in customer service training for transit employees. Based on the results of this survey, several in-depth case studies will be developed to demonstrate the variety of approaches used, their effectiveness, and an identification of unmet needs. In addition, innovative practices in other comparable industries will be profiled for potential application in public transit.

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Synthesis # 2
Customer Service Initiatives
(Placing the Transit Customer First)

Transit operators often express the feeling that riders are not sufficiently aware of the difficulties involved in providing service in a congested, multi-modal environment. Operators also feel that riders are not aware of the how they contribute to delays and other problems--by not having their fare ready, by not moving to the back of the bus, by not collapsing strollers before they get on the bus, or by not yielding front seats to the elderly or disabled. They often express the sentiment that riders are insufficiently educated about positive steps they can take to make the system operate more efficiently. This in turn contributes to their feeling that they are not supported in their dealings with the public.

This synthesis will survey transit agencies to determine best practices providing information to riders about the safest and most effective ways to use public transit. Based on the results of this survey, several in-depth case studies will be developed to demonstrate the variety of approaches used, their effectiveness, and an identification of unmet needs. In addition, innovative practices in other airline, railroad and related industries will be profiled for potential application in public transit.

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Synthesis #3
Community Policing on Mass Transit
(Safety and Security)

In recent years, many jurisdictions have experimented with forms of community policing, featuring improved communication between police and community groups, increased community visibility and involvement, and assumption of greater community responsibility in combating crime. While crime rates in general have declined dramatically during the nineties, criminal activity on transit vehicles remains a serious problem for the riding public and for transit employees. Transit operators, of course, have no authority, training or ability to control criminal activity. Municipal police, or even specially trained transit police, do not have the staffing levels to permit a constant presence on or around transit vehicles, even in the most problematic environments. In the absence of protection, operators will often pass up certain stops rather than expose themselves or their passengers to the threat of violence. Law-abiding riders in these communities are thereby denied service.

This synthesis will survey transit agencies to determine the degree to which community policing concepts have been or can be adopted to serve the needs of transit agencies. Based on the results of this survey, in-depth case studies will demonstrate the variety of approaches used, and their respective effectiveness.

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Synthesis # 4
Coordination between school systems and public transit
(Specialized Transit Services)

Using public transit to transport students to and from school is often one of the most problematic elements for any system. It imposes complex scheduling problems. It causes severe crowding during certain hours, excessive noise and, all too often, gang-related or other violence. Operators experience the school transportation rush as one of the most stressful elements in their job, especially in relationship to adolescents. They do not have the authority or the training to enforce these rules banning certain behaviors. Riders express concern over the disruption and security, and expect the transit system—and especially the operator—to protect them and to control anti-social behavior. Parents, of course, are also concerned about the safety of their children.

A coordinated school-transit system program to minimize disruption, to provide for orderly loading and discharge, to train students in proper transit behavior, and even to explore transit as a possible career option, would reduce stress on both employees and transit equipment, assure other riders of their personal safety and, in general, provide an improved transit environment. Transit organizations can take the lead by developing such programs with school districts, including the creation of curriculum around transit operations and mechanics, bringing operators into the classroom, and encouraging improved communication between transit employees, parents and teachers.

This synthesis will survey transit agencies and school districts to determine the degree to which such agencies have approached this problem, and the programs they have established. Based on the results of this survey, in-depth case studies will demonstrate the variety of approaches used, and the degree of effectiveness, and their applicability to other transit properties and school districts.

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Synthesis # 5-
Prevention vs. Intervention:
A better strategy
for occupational stress reduction
(Professional Capacity Building)

By many accounts, occupational stress is endemic in the transit industry but is generally accepted as being " just part of the job". But such stress imposes a high cost for stress related factors, such as absenteeism, alcoholism, hypertension, accidents and other related problems. It is here that the strategy of intervention becomes the usual choice. Current research on occupational stress and its effect on bus operators, both in the United States and abroad, tend to include prevention and intervention as parts of the whole, when in actuality, intervention (the accept mode) is a more costly strategy because it is reactive, while prevention is proactive.

An ounce of prevention is still worth a pound of cure. Stress training that is a part of the curriculum for new hires is a strategy for wellness. Because the cost of occupational stress affects the bottom line, many large companies have built wellness centers for stress release, physical fitness and relaxation of their employees. They see their outlay being repaid through improved employee health, decreased health care costs and improved product and/or service. There are proactive models to be found throughout American industries. The physical and psychological well being of drivers can also translate into economic wellness for the transit industry.

A synthesis is needed to explore and document transit systems that promote stress management training as a regular and consistent part of their training curriculum for new hires. Such a synthesis would be the impetus for pooling current information, resources and strategies that can be studied, modified and utilized by other transit agencies that may want to proactively address the problem of occupational stress in their system.

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Synthesis # 6
Professionalizing Training for New Hires

In order to provide better service to an increasingly sophisticated, demanding and diverse riding public, transit operators need acquire a host of interpersonal skill to augment and complement their technical driving skills—skills such as communication, diversity, team building, conflict management, conflict resolution and stress management. Most trainers, are former senior operators and who have experientially based training skills, but possess minimal professional training skills. But new drivers increasingly need to learn to manage the variant behaviors often introduced by the ridership. A lack of professional skills in this area are often the basis for rider complaints, or negative view of the system held by both riders and the public as a whole.

Another salient consideration for professional trainers is the fact that some new hires maybe experiencing their first actual job or may be moving from welfare to work. They may lack the educational or social skills to handle the many complex situations presented by a diverse riding public. Further, professionalizing the training department can also minimize the negative economic impact of the number of new hires who quit the system between one to four years of driving. In other words, is the lack of professional trainers a direct factor in driving retention?

A synthesis is needed to determine how urban transit systems are currently meeting the training needs of new hires in these areas. This synthesis will survey urban mass transit training programs to determine which systems are conducting train-the-trainer programs designed to professionalize their curriculum and training departments, and to prepare new operators to master the "people skills" they need in the new environment. Data on training competencies, curriculum design, development and implementation will be the used to determine the best practices in transit training departments nationwide.

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Synthesis # 7: Impact of Peer Assistance Programs
(Professional Capacity Building)

Studies have repeatedly shown that transit operators experience a higher-than-normal level of job-related stress. This often manifests itself in increased incidence of hypertension, obesity, heart disease, diabetes, musculoskeletal problems and other stress-related conditions. It may also manifest itself in other problems around family, legal, financial, emotional, substance abuse and other issues. Ultimately, this stress-related syndrome impacts negatively on service, absenteeism and workers' compensation costs.

Employee Assistance Programs on many properties seek to assist employees with these issues, before they become a threat to the employee's ability to remain at work. But many employees are either unfamiliar with the operation of the EAP, or reluctant to discuss sensitive personal problems with strangers. Peer Assistance Programs—in which employees can receive counseling and referral service from specially trained fellow-transit employees, can often be of major assistance in this area—making sure that employees whose job performance is impacted by the routine stress of transit service receive the help they need.

This synthesis will survey transit agencies and their Employee Assistance Programs to determine the degree to Peer Assistants have been used to identify employees with these problems, and to refer them for the appropriate help. The research would include a survey of the selection process for Peer Assistance, the training and supervision they receive, and the degree to which they are able to increase utilization of the EAP. The research would also include a survey, where data is available, of the impact of such programs on workers' compensation costs.

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STRESSED OUT?

Here are some of the stress tips discussed in the Ambassador Training Program

Physical Activity
Start an individualized program of physical activity. Decide on a specific type, frequency and level of activity, and DO IT.

Nutrition
Eat a balanced diet. Avoid junk food. Drink plenty of water.

Relaxation:
There are many proven techniques you can use to relax during and after a stressful day. Choose one or two that work for you.

Take time for personal interests and hobbies. Listen to your body.

— Knight & Associates

Welcome to the Ambassador newsletter.

We're proud to bring you the new Ambassador newsletter. We will publish it every six weeks to bring you up to date on the programs of the Muni Improvement Fund.

The MIF belongs to you. It's written into the contract between Transport Workers Local 250-A and the City of San Francisco.

The programs of the MIF are designed to help Muni provide better service by supporting the operator and other employees who make Muni work, and by creating a better understanding between the rider and the operator.

The Muni Improvement Fund programs don't work without your participation and help. Make sure you are assigned to attend Ambassador classes. Make sure that Destinations is on your bus. Check with your Local 250-A chair about upcoming Friends of Muni meetings. And remember that Peer Assistants are there for you if you need help with personal, financial or other problems.

Larry Martin
Chairperson,
Municipal Railway Improvement Fund

Here are the programs of the MIF:

The Ambassador Program Trainers provide skills in stress management, diversity, conflict resolution and team-building.

The Friends of Muni Program Riders and Muni employees meet in the community to hear each others' side of the story and take action together to provide better service.

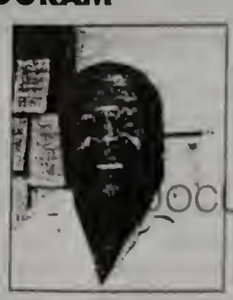
The Peer Assistance Program Other Muni employees can help you with stress-related problems — family issues, money management, legal problems, alcohol/drug problems, etc.

Destinations Newsletter A monthly newsletter distributed free to riders with information about how to use Muni, interviews with riders and employees, puzzles and games, and up-to-date information about the system.

THE AMBASSADOR TRAINING PROGRAM

"Muni is completely committed to this program. It's for everyone–managers to operators."

Lisa Mancini
Chief Operating Officer



"The stress reduction techniques are what helped me the most."

Obie Wade
Operator,
Flynn Division

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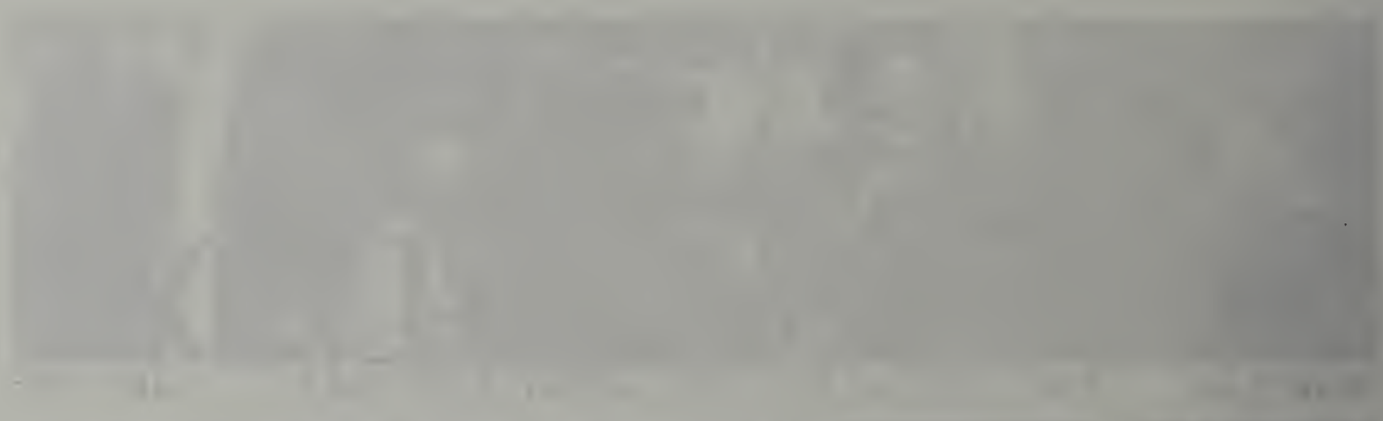
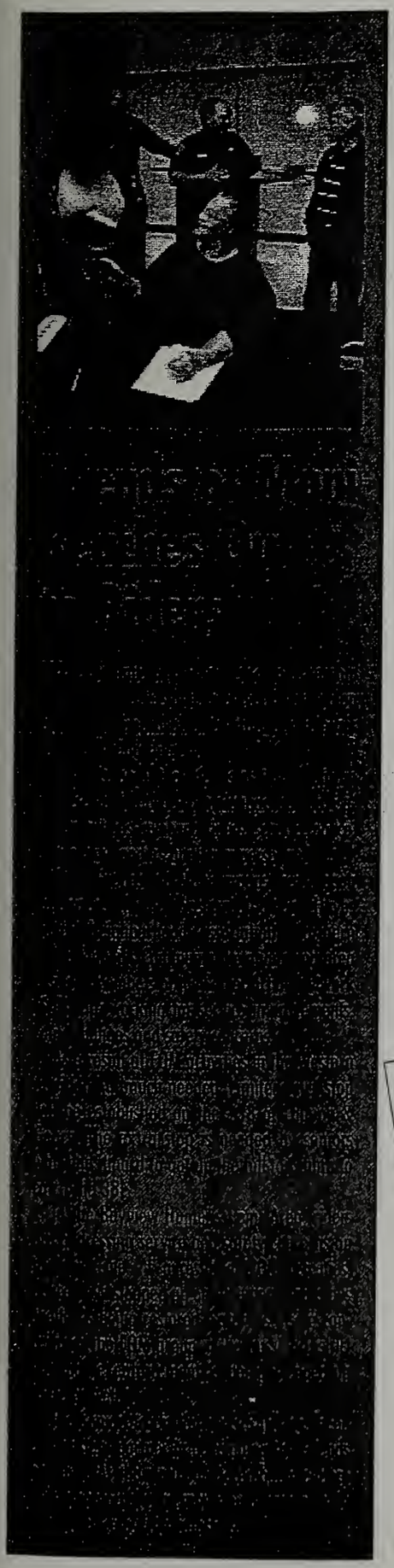




PEER ASSISTANCE PROGRAM *the first step*

The Peer Assistance Program is the first step for Muni employees and family members seeking confidential solutions to personal or other life problems.

The Muni Peer Assistants include, from left, Lee Butler, Deborah Woodley, Milagros Roberts, and Thomas Warren.

These can include acute or chronic stress, financial difficulties, emotional conflicts, marital and family difficulties, substance abuse or other problems.

The Peer Assistants are active MUNI employees who have received special training to develop the skills necessary to assist you and your special needs. A Peer Assistant will help you develop a step-by-step plan and remain available for any assistance that you may require.

The Peer Assistance Program is the first step in contacting the MUNI Employee Assistance Program (EAP), with a broad range of free or affordable services. A Peer Assistant is available 24 hours a day, 7 days a week to answer your call and arrange for a confidential assessment, referral, and/or follow-up services.

Over 150 MUNI employees used the Peer Assistance Program last year. The Program is here to assist MUNI employees and their immediate family members to live and work safely, healthy and maintain a manageable quality of life.

24/7 415-923-6364

From the Scrapbook

Destinations is a colorful and attractive monthly newspaper which is published by the Muni Improvement Fund.

The Muni Transfers are a quintet composed of volunteer operators, inspectors and others organized by the Friends of Muni. Rehearsing twice a week on their own time, they have developed songs about safety and cooperation on Muni. They appeared at the Muni Annual Safety Awards Banquet.

The Ambassador Training Program

Trainer Audra Knight (right) with Ambassador trainees.

The Ambassador Training Program provides six all-day classes for Muni employees.

These classes include: **Communication • Conflict Resolution • Diversity Team Building • Stress Management**

Participants include anyone directly involved in providing service to the public — operators, mechanics, station agents, inspectors, dispatchers, trainers, car cleaners, central control and managers.

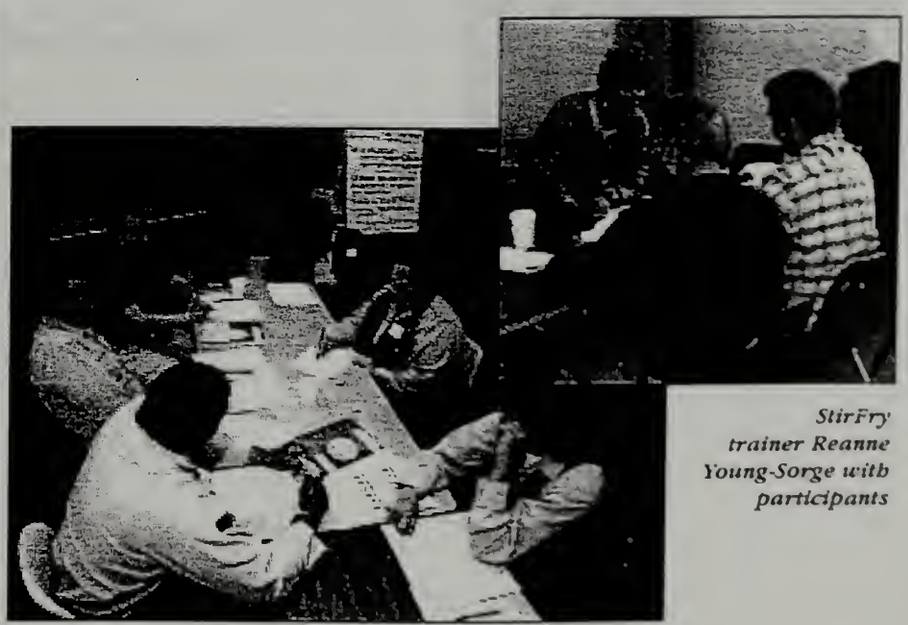
Be prepared to participate — their are no lectures. Each class is a mix of discussion, role-playing, exercises and other activities. The classes give you the tools and skills to deal with common situations at Muni — angry riders, unhappy co-workers, or just the routine stress of the job.

At the conclusion of the classes, participants are asked to come up with their own suggestions for how Muni could be changed and improved.

THE AMBASSADOR TRAINERS

Knight & Associates bring stress management and diversity training to the Ambassador Program. Based in Oakland, the Knights have also worked with AC Transit and BART.

StirFry Seminars is a nationally known company specializing in diversity, conflict management and organizational development training. They've provided similar training for AT&T, Xerox, American Express and the YWCA.



StirFry trainer Reanne Young-Sorge with participants

CLASS NOTES

"The fact that everyone's in the same room is what's important."

Kenneth Sapp
Maintenance Supervisor

"This can really improve communication between Central Control and the Operator."

Dennis Hooper
Central Control

"The classes really help you deal with the stress of being out there every day."

Ginger Fail, Operator
Potrero Division

One City, Many Languages

Stressed out by the wide variety of cultures and attitudes you find on a Muni coach? Relax—you're not alone.

Here is what works

- Recognize and accept that you will be around different types of people and cultures, some of which may be totally unfamiliar to you.
- There is no way for you to understand everyone's language and culture but there are ways in which you can get help.
- If you operate the same lines regularly be aware of the different cultural backgrounds represented.
- Don't lump people together. Asian people can be Chinese, Thai, Cambodian, Hmong, Indian, Filipino, or Vietnamese, just to name a few. The same goes for Latino/Hispanic people who may be from Mexico, Guatamala, El Salavador or other areas.
- If someone on your vehicle needs directions or help and you don't understand their language, ask the other passengers. There is a good chance someone else will be able to translate.
- Remember that simply talking louder doesn't usually help.
- Don't take it personally.

— StirFry Seminars

AMBASSADOR PROGRAM PARTICIPANTS TALK ABOUT IMPROVING SERVICE

At the conclusion of every Ambassador class participants are asked for their suggestions about how service might be and morale can be improved on the system.

Here is a summary of recent suggestions:

Educate the public on how to ride the bus

Review the PSR system and evaluate its effectiveness

Establish realistic schedules

More bus lanes

Improve communications between operators and control

Annual refresher training and review of the rulebook

More rest rooms

More positive recognition for employees

Repave yards, replace old equipment

Increase police protection

Expedite accident hearings

AMBASSADOR
1508 Filmore Street, Suite 211
San Francisco, CA 94115

Questions? You can reach the Muni Improvement Fund at 510-440-6823, or visit our web site at www.improvemuni.org

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StirFry Seminars & Consulting
... a diversity training company

March 2001

Memo

To: Report – Municipal Improvement Fund
From: StirFry Seminars & Consulting
Re: Ambassador Training Program Update

Ambassador Training Program attendance has increased dramatically over attendance in the year 2000. Although not consistent, sessions are now hosting approximately fifteen to twenty people per session. Other noted improvements include the increase in the variety of classifications represented by attendees. These include more management, central control, inspectors, and dispatch as well as operators. Several sessions have been attended by 50% non-operator participants.

The difference in interaction and expected outcomes of the sessions has been tremendous. Those from different classifications have the opportunity, often for the first time, to speak with those people whose functions has been a source of frustration, i.e., operators speaking with central control. This is seen as a critical component of the sessions. For example, in sessions managers communicate with operators regarding the extent to which management personnel are currently considering operators' stated concerns. Operators who were unaware of this have the opportunity to discover and further collaborate with management in solving problems. Participants have stated consistently that it has been through this forum that each has knowledge of the others' perspectives.

Another benefit of having a variety a classifications and levels represented in sessions is the decrease in Operators' perception of the Ambassador Training Program as a punitive response to performance problems. Reports from Modules Three and Four have confirmed that differing classifications have experienced less conflict and have worked in a more cooperative fashion. StirFry Facilitators' recommendation is to continue the current practice of filling sessions with the same variety of personnel.

In each Module Three and Four, many Operators reported specific incidents in which they used specific skills from the Communication and Conflict sessions (Modules One and Two) to de-escalate potential problems with riders and those from different classifications.

The overwhelming majority of participants rated the sessions Excellent and Very Good, with the majority rating shifting between the two categories depending on facilitation teams, modules and groups. Over 80% of evaluation respondents answered, "How could this seminar be more effective?" with statements reflecting the following: "That everyone at Muni take it"; "That all new hires be given this training"; "More seminars, more often". Several suggested the ridership take the seminars!

154 Santa Clara Avenue, Oakland, CA 94610
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On that note, there is continuing frustration among Operators toward riders. Operators feel there is insufficient rider education and that *Destinations,* although well liked by those who read it, is under-utilized by the riding public. Operators strongly feel their needs to be farther-reaching rider education and suggested public awareness efforts such as positive and informative television and radio broadcasts, posters, etc. These suggestions have been consistent throughout the duration of The Ambassador Training Program.

At the same time, participant evaluations from several sessions contained statements from Operators about viewing riders more as "patrons" and "customers" as a result of the training, and how that, along with new conflict and communication skills, has made a difference in their interactions with riders. Some representative statements were, "(I) realized there are a lot of ways to deal with a situation in how to have a positive relationship with passengers"; "The instructors were helpful to me showing the flip side of the situation"; "Learned to compromise a lot more". One facilitator reported she overheard diners at a restaurant speaking of the improved customer service by "Muni bus drivers". This has also been reported by callers and a disc jockey on a KLCE 97.3 morning radio program. There was notable Operator pride and satisfaction when this was reported to them during a session.

One of the most consistent sources of Operator frustration continues to be the PSR system. Consistently and unwaveringly, Operators feel the current system is "arbitrary", "unfair" and "impossible to avoid". The biggest complaint was the "neglect of duty" category. Overall, Operators want an alternative to the present system, including one suggestion that the severity of the PSR be reflected in the action, i.e., minor vs. major. Operators additionally feel there is a presumption against them when cited. Also, when a complaint from the public comes in, action is swift and sure, yet when a commendation comes in it is much slower and less emphasized. The current PSR system is, in Operators' estimation, the biggest barrier to Operator job satisfaction and a major cause of Operator stress.

In addition, we are hearing consistent concerns about safety on the buses. We are beginning to add more emphasis on conflict de-escalation techniques to address this ever-present concern.

As noted, Management has been a more visible presence in Ambassador Training sessions to everyone's benefit. The most prevalent recommendations from the majority of participants from management and supervisory functions are management and supervisor training. Participants at this level feel they would greatly benefit from management training and are eager to learn contemporary management techniques.

Diversity continues to be woven throughout the program with the most emphasis given in Module Three. These sessions tend to be the most vividly meaningful and significant. Participants talk candidly of the cultural and gender-based misconceptions they've had toward each other and become acquainted with each other's life stories and communication styles. Participants report that through this they learn to better

communicate with both co-workers and riders who differ from themselves and feel greater team membership.

Interestingly, many participants suggested that all other classifications be required to ride with Operators, in uniform, in order to better understand the specific frustrations of those who most directly deliver Muni services. Also suggested was that Ambassador Program trainers do the same. While many StirFry facilitators have done this, although not in uniform, this sentiment would appear to suggest that the Train the Trainer program utilize internal training teams from a variety of classifications to both model and promote inter-departmental / classification harmony.

CLAREMONT
BEHAVIORAL SERVICES

Municipal Railway Improvement Fund EAP Report

Submitted by: Claremont Behavioral Services
March 20, 2001

Dates of Service: July 1, 2000 through March 13, 2001

Total Number of Cases: 120

Presenting Problems	Number of Cases
Marital / Family	7
Child	4
Non-Family Relationship	2
Substance Abuse	16
Emotional	12
General Stress	6
Work Stress	36
Information/Referral	1
Medical	2
Legal	25
Financial	5
Dependent Care	0
Union Consultation	4

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Referral Source	Number of Cases
Peer Assistants	70
Self	30
Management	16
Union	2
Family Member	2

Payment of Claremont

Claremont has not been paid for Operators or Miscellaneous employees since June, 2000. There has not been a contract extension to allow for payment beyond June, 2000. Claremont has met with Larry Williams, Jeff Gary and Ray Antonio to address this issue and it appears that it will be resolved shortly.

Peer Assistance Program Coordinator
Claremont has hired Sabina Ubell, LCSW, CEAP as the Peer Assistance Program Coordinator. Ms. Ubell has been in the EAP field for many years and has been serving as the interim Program Coordinator since Norm Willis left.

Review of the New York MTA Peer Assistance Program
Sabina Ubell is currently in New York where she will be meeting with Ted Mapes of the MTA. The goal is to learn, in depth, about the Peer Assistance Program.

Interface between Claremont and MUNI Management
Claremont now reports to Jeff Gary in Workers' Compensation Department. Mr. Gary reports directly to Larry Williams. We view this as a positive step in further integrating the EAP with MUNI management. Tom Farris, Ray Antonio, Jeff Gary and Larry Williams will be meeting on March 21, 2001 to continue our discussion regarding the Voluntary Substance Abuse Program.

CLAREMONT
BEHAVIORAL SERVICES

PEER ASSISTANCE PROGRAM REPORT
Submitted To: Municipal Railway Improvement Fund
March 20, 2001

Service Dates: February, 2001

Number of New Clients: 17

Number of Promotional Presentations:

Forum	*Number of Presentations*
Divisional Operator of the Month	7
New Operator Graduations	0
Maintenance/VTT	6
Divisional Site Visits (6 am – 6 pm)	9
Ambassador Training Presentations	1

CLAREMONT
BEHAVIORAL SERVICES

Municipal Railway Improvement Fund EAP Report
Submitted by: Claremont Behavioral Services
February 20, 2001

Dates of Service: July 1, 2000 through February 15, 2001

Total Number of Cases: 110

Presenting Problems	Number of Cases
Marital / Family	7
Child	4
Non-Family Relationship	2
Substance Abuse	14
Emotional	11
General Stress	6
Work Stress	33
Information/Referral	1
Medical	2
Legal	21
Financial	5
Dependent Care	0
Union Consultation	4

Referral Source	Number of Cases
Peer Assistants	64
Self	28
Management	14
Union	2
Family Member	2

Payment of Claremont
Claremont has not been paid for Operators or Miscellaneous employees since June, 2000. There has not been a contract extension to allow for payment beyond June, 2000 Claremont has met with Larry Williams, Jeff Gary and Ray Antonio to address this issue and it appears that it will be resolved shortly.

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Peer Assistance Program Coordinator

Claremont has been interviewing candidates for this position. The current interim Program Coordinator hired by Claremont has expressed an interest in making this a permanent position. Claremont is scheduling an interview with the Peer Assistance Oversight Committee and will hire this individual, if approved by the Committee.

Interface between Claremont and MUNI Management

Claremont now reports to Jeff Gary in Workers' Compensation Department. Mr. Gary reports directly to Larry Williams. We view this as a positive step in further integrating the EAP with MUNI management.

CLAREMONT
BEHAVIORAL SERVICES

PEER ASSISTANCE PROGRAM REPORT
Submitted To: Municipal Railway Improvement Fund
February 20, 2001

Service Dates: January, 2001

Number of New Clients: 14

Number of Promotional Presentations:

Forum	*Number of Presentations*
Divisional Operator of the Month	7
New Operator Graduations	0
Maintenance/VTT	6
Divisional Site Visits (6 am – 6 pm)	6
Ambassador Training Presentations	1

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Muni Improvement Fund (MIF)
(DRAFT) In School Rider Education Program (DRAFT)
March 12, 2001

PHASE I: Pilot Project Timeline - April to June, 2001

Goal: The goal of the MIF "In School Rider Education Program" is to familiarize school aged youngsters with the rules and information on how to ride Muni safely and courteously, and provide a forum to hear their concerns and feedback.

Objectives: When the student completes the "Student Rider Information Presentation" he/she will know; 1. The passenger rules/guidelines for riding Muni safely; 2. The rules/guidelines for courteous conduct while on Muni; 3. The role and authority of the driver/operator on Muni; 4. By introduction, some of the operators on the lines serving the school; 5. The consequences for failure to observe the rules/guidelines for safe conduct on Muni; 6. The role of the Muni enforcement team, i.e. SFPD Muni Detail, TAP, surveillance cameras.

Action Plan: In cooperation with the SFUSD one high school, middle school and elementary will be identified to serve as "pilots" to test the impact and effectiveness of the "Student Rider Information Presentation".

Program Elements: 1. Students will be given a pre-test to determine how much they already know about the rules for riding Muni safely. (This could be done in a verbal exchange with the kids at the beginning of the presentation). 2. The actual 20 minute presentation will review the "rules" for riding Muni and the "rules/guidelines" for courteous conduct. 3. Each students that completes the program will be given a "rider tips decal" to affix to their locker, book bag, jacket, note book etc., that both acknowledges them as a safe rider and reinforces the rules of safe/courteous conduct. 4. Post a large poster listing the rules of safe/courteous conduct at exit doors around each participating school. 5. As a follow up to the presentation, student / operator rap sessions will be scheduled in selected classrooms to promote greater understanding. 6. When scheduling permits, operators from the lines serving each school will be introduced to students and participate in the question and answer portion of the program. 7. Involve the Muni Transfers, where appropriate, in teaching skits that model good conduct and in rap sessions. Elementary and middle schools audiences may be most receptive.

Phase II: Based on the outcomes and feedback from students, educators and the MIF team, develop an appropriate strategy will be to expand the program to more schools in the coming school year; make indicated changes/improvements to the presentation; involve the broader community, i.e. parents, seniors, student officers, others; involve operators/Muni/MIF in "adopt-a-school" etc.

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MINUTES OF THE
MUNICIPAL RAILWAY IMPROVEMENT FUND
REGULAR MEETING
TUESDAY, MARCH 20, 2001
CROWN PLAZA UNION SQUARE
480 Sutter Street
San Francisco, CA
Telegraph Hill Room – 30th Floor
3:30 p.m.

PRESENT: Martin (Chairman), Gourdine (T), Antonio (T), Daly (T), Madden (A), Lum (A), and Teichman (A)

ABSENT: Caldwell (T), and Hatch (A)

STAFF IN ATTENDANCE: Geoffrey Piller, Board Secretary
Danny Beagle, Program Coordinator
Sharon Ravarra, Staff

ALSO IN ATTENDANCE: Dr. Tom Farris, Claremont Behavioral Services
Laura Gieben, StirFry Seminars & Consulting
Gayle Orr-Smith, Heiress Consulting

(1) **CALL TO ORDER** – Chairman Martin called the March 20, 2001 Municipal Railway Improvement Fund regular meeting to order.

(2) **ROLL CALL WAS CONDUCTED.**

(3) **MINUTES OF JANUARY 16, 2001 -** Chairman Martin asked the Board to review the minutes of the Municipal Railway Improvement Fund Board of Trustees regular meeting of January 16, 2001 . After review, **a Motion was made, seconded, and carried to** approve the Minutes of the January 16, 2001 Board of Trustees meeting, as presented.

Speaker: Lawrence B. Martin
Action: Approved
Ayes: Martin, Gourdine, Antonio, Daly, Madden, Lum, and Teichman
Motion: 170
Public Comment: None

(4) **PUBLIC COMMENT - None**

(5) **ITEMS TO BE CONTINUED - None**

(6) **REPORT BY BOARD SECRETARY CONCERNING AMENDMENT OF SAN FRANCISCO ADMINISTRATIVE CODE SECTION 10.205.**

Mr. Piller reported that the City substantially amended the San Francisco Administrative Code as of December 28, 2000 and that Section 10.205, the Code provision concerning the Fund, has been replaced by Chapter 10, Article XIII, Section 10.100-157. Mr. Piller stated that the material changes made by the amendment included the explicit designation of the Fund as a "catergory six" fund and the change in the name of the Fund to "the Municipal Transportation Improvement Fund." After discussion the Board directed Mr. Piller to continue to research the reasons for the amendment.

Speaker: Geoffrey Piller, Lawrence B. Martin, John Madden and Judith Teichman
Action: None
Ayes: None
Motion: None
Public Comment: None

(7) **PROGRAMS OF THE MUNICIPAL RAILWAY IMPROVEMENT FUND**

(a) **Program Management**

Mr. Beagle presented the Coordinator's report on Fund programs, which presented activity updates on goals and achievements and the budget for FY 2001-2002. Mr. Beagle asked the Board of Trustees to review the following:

i) FY 2001-2002 Budget request to the Municipal Transportation Agency

Mr. Beagle stated that the FY 2001-2002 Municipal Railway Improvement Fund budget was adopted by the Municipal Transportation Agency in February. He reported that the only change would be reduce the amount budgeted for the distribution of "Destinations" newsletters to reflect the reduction in the number of issues from twelve to six. He noted that costs other than distribution remain the same.

Speaker: Danny Beagle and Lawrence B. Martin
Action: None
Ayes: None
Motion: None
Public Comment: None

ii) MIF/Muni Retreat and Post Retreat Process follow up

Chairman Martin and Mr. Beagle reported that the MIF/MUNI retreat was held January 25, 2001 and three Committees were formed and assigned personnel from the MIF and Muni to handle specific tasks. The three Committees are, 1) The Ambassador Program Task Force, 2) Friends of Muni, and 3) Peer Assistance. Chairman reported that two Committees have already met and the other is to meet on April 25, 2001. Chairman Martin announced that as a result of the discussion at the retreat the Municipal Transportation Agency Board of Directors appointed Director Jim Bourgart to the Trust Fund as a trustee and Director Shirley Breyer

Black as an alternate (Resolution No. 01-016—MTA meeting of March 6, 2001.) He also reported that the newly appointed Trustees could not attend today's meeting due to a conflict with the date and time of the MTA Board meetings.

Speaker: Geoffrey Piller, Lawrence B. Martin, John Madden and Judith Teichman
Action: None
Ayes: None
Motion: None
Public Comment: None

Chairman Martin recommended that the Board's meeting date should be changed to the fourth Tuesday of each month to resolve this conflict. After, discussion, **a Motion was made, seconded, and carried to** change to Municipal Railway Improvement Fund meetings from the third to the fourth Tuesday of each month.

Speaker: Geoffrey Piller, Lawrence B. Martin, John Madden and Judith Teichman
Action: Approved
Ayes: Martin, Gourdine, Antonio, Daly, Madden, Lum, and Teichman
Motion: 171
Public Comment: None

iii) Grant Applications

Mr. Beagle distributed copies of the Synthesis Proposals sent to the Transit Cooperative Research Program by the Municipal Railway Improvement Fund and reported that the MIF is working on another grant proposal due on May 30, 2001.

Speaker: Danny Beagle
Action: None
Motion: None
Ayes: None
Public Comment: None

iv) MIF Newsletters

Mr. Beagle distributed a draft of the latest "Ambassador" newsletter and stated that it would be distributed by next week.

Speaker: Danny Beagle
Action: None
Motion: None
Ayes: None
Public Comment: None

b) **Ambassador Training Program**

i) Attendance and Participation

Mr. Beagle reported that number of participants of the Ambassador Training Program has ranged between 17-20 per class and that he is working with Ms. Morante

correlate Ambassador attendance, PSRs and absenteeism data.

Speaker: Danny Beagle
Action: None
Motion: None
Ayes: None
Public Comment: None

ii) Train-the-Trainer

Mr. Beagle stated that he is working with StirFry Seminars & Consulting, Knight & Associates and the training department to development timelines and goals for Train-the-Trainer Program with a projected effective date of January 2002. After discussion, **a Motion was made, seconded, and carried to** approve the Ambassador Training Program report presented by Mr. Beagle.

Speaker: Geoffrey Piller, Lawrence B. Martin, John Madden and Judith Teichman
Action: Approved
Ayes: Martin, Gourdine, Antonio, Daly, Madden, Lum, and Teichman
Motion: 172
Public Comment: None

c) **Employee Assistance Program and Peer Assistance Program**

Mr. Farris distributed the following: entitled "Municipal Railway Improvement Fund EAP Report" dated February 20, 2001 and March 20, 2001 and Peer Assistance Program Report dated February 20, 2001 and March 20, 2001 and noted the following:

i) Employee Assistance Program

The total cases reviewed by the EAP: since July 1, 2000: 120

ii) Peer Assistance Program

The total number of new referrals since February 1, 2001: 17

iii) Hiring Process

Mr. Farris reported that Claremont has hired Ms. Sabina Ubell as the new PAP Coordinator and stated she could not attend today's meeting because she was training in New York City.

iv) Utilization

Mr. Farris reported that as of January 1, 2001 Claremont's Muni liason has been Mr. Jeff Gary of the Workers Compensation Dept. Mr. Farris stated that

he met with Ray Antonio, Larry Williams, and Jeff Gary shortly after the January 25, 2001 MIF Retreat to discuss program related issues and that they intend to meet again on May 26, 2001 to formalize planning structure for the trauma response program.

Speaker: Tom Farris
Action: None
Motion: None
Ayes: None
Public Comment: None

v) **Amendment Extending Claremont Contract though the fiscal year ending June 30, 2001**

Mr. Piller presented an amendment to the 1996-2000 Claremont Behavioral Services Contract extending the contract through the 2000-2001 City fiscal year and asked the Board for its approval. Mr. Piller noted that he and Jeff Gary are jointly preparing a request for proposal for the EAP and PAP intended to cover the contract year starting July 1, 2001. After discussion **a Motion was made, seconded, and carried to** approve the amendment to Claremont Behavioral Services Contract extending the term through June 30, 2001.

Speaker: Tom Farris, Lawrence B. Martin, Andrea Gourdine, Judith Teichman and Geoffrey Piller.
Action: Approved
Ayes: Martin, Gourdine, Antonio, Daly, Madden, Lum, and Teichman
Motion: 173
Public Comment: None

A Motion was made, seconded, and carried to accept the report submitted by Mr. Farris.

Speaker: Gourdine
Action: Approved
Ayes: Martin, Gourdine, Antonio, Daly, Madden, Lum, and Teichman
Motion: 174
Public Comment: None

d) **Friends of Muni**

Ms. Orr-Smith presented a draft report entitled "Muni Improvement Fund In School Rider Education Program" dated March 12, 2001 and reviewed the Phase I Pilot Project goals for the months of April through June, 2001.

i) Division Rap Session

Ms. Orr-Smith reported that she is working closely with Muni Operations Manager Lisa Mancini on this project—an open house and reception for the riding public at each Muni division.

Speaker: Gayle Orr-Smith
Action: None
Motion: None
Ayes: None
Public Comment: None

ii) School Program

Ms. Orr-Smith reported on her efforts to develop a schools-based rider outreach program with Muni and the San Francisco Unified School District.

Speaker: Gayle Orr-Smith, Lawrence B. Martin, Andrea Gourdine, Ray Antonio, Judith Teichman, and Irwin Lum
Action: None
Motion: None
Ayes: None
Public Comment: None

e) "Destinations" Newsletter

i) New distribution plan

Ms. Orr-Smith reported that "Young Community Developers" submitted a bid to circulate newsletters and three young adults from that organization will work five days during the second week and five days during the third week each month at a cost of $8.00 per hour. Ms. Orr-Smith also noted that she is in process on adding bilingual columns to future editions of Destinations.

Speaker: Gayle Orr-Smith
Action: None
Motion: None
Ayes: None
Public Comment: None

ii) Publishing Panel

Ms. Orr-Smith recommended that another "publishing panel" should be convened no later than July to plan Destinations goals and content for the 2001-2002 fiscal year. After discussion, **a Motion was made, seconded, and carried to** approve the Friends of Muni report as submitted by Ms. Orr-Smith.

Speaker: Gayle Orr-Smith and Lawrence B. Martin
Action: 175
Motion: Approved
Ayes: Martin, Gourdine, Antonio, Daly, Madden, Lum, and Teichman
Public Comment: None

(8) **Adjournment:** There being no further business the meeting was adjourned at 5:30 p.m.

Respectfully submitted by:
Geoffrey Piller, Board Secretary

GP:jm

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Muni Improvement Fund

Ambassador/Friends of Muni Program

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CHAIR
Lawrence B. Martin

VICE-CHAIR

SECRETARY
Claire Caldwell

TREASURER
Andrea Gourdine

TWU TRUSTEES
Lawrence B. Martin
Ray J. Antonio
Claire Caldwell
Weston Hatch
Irwin Lum
Sonny Hall

CITY TRUSTEES
Andrea Gourdine
Daniel Daly
John Madden
Judith Teichman

COORDINATOR
Daniel S. Beagle
1736 Franklin Street
Suite 500
Oakland, CA 94107
510-625-7733

PUBLIC NOTICE

PLEASE , BE ADVISED THAT THE MUNICIPAL RAILWAY IMPROVEMENT FUND BOARD OF TRUSTEES WILL NO LONGER MEET EVERY THIRD TUESDAY OF EACH MONTH. IN THE FUTURE, REGULAR MEETINGS WILL BE HELD EVERY FOURTH TUESDAY OF EACH MONTH. THE TIME AND PLACE OF BOARD MEETINGS REMAINS THE SAME - - 3:30 P.M. AT THE CROWN PLAZA HOTEL – UNION SQUARE, 480 SUTTER STREET, SAN FRANCISCO, CA 94108.

GP:jm

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Muni Improvement Fund

Ambassador/Friends of Muni Program

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Oakland, CA 94107
510-625-7733

PUBLIC NOTICE

PLEASE BE ADVISED THAT THE MUNICIPAL RAILWAY IMPROVEMENT FUND BOARD OF TRUSTEES REGULAR MEETING SCHEDULED FOR TUESDAY, APRIL 24, 2001 – 3:30 P.M. AT THE CROWN PLAZA HOTEL, 480 SUTTER STREET, SAN FRANCISCO, CA 94108 HAVE BEEN CANCELLED.

THE MUNICIPAL RAILWAY IMPROVEMENT FUND BOARD OF TRUSTEES WILL HAVE A SPECIAL MEETING ON TUESDAY, MAY 8, 2001 – 3:30 P.M. AT THE CROWN PLAZA HOTEL, 480 SUTTER STREET, SAN FRANCISCO, CA.

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NOTICE OF SPECIAL MEETING AND AGENDA
FOR THE
MUNICIPAL RAILWAY IMPROVEMENT FUND
TUESDAY, MAY 8, 2001
3:30 P.M.
CROWNE PLAZA UNION SQUARE
480 Sutter Street, San Francisco
Sutter I Room – Mezzanine

(1) **CALL TO ORDER**

(2) **ROLL CALL**

(3) **MIF MINUTES OF MARCH 20, 2000 MIF REGULAR MEETING** – Review of Minutes and action as required.

(4) **PUBLIC COMMENT** - At this time, members of the public may address the Fund on items of interest to the public that are within the subject matter jurisdiction of the Fund, except agenda items. With respect to agenda items, your opportunity to address the Fund will be afforded when the item is reached in the meeting, with one exception. When the agenda item has already been reviewed in a public hearing at which members of the public were allowed to testify and the Fund has closed public hearing, your opportunity to address the Fund must be exercised during the Public Comment portion of the calendar. Each member of the public may address the Fund for up to three minutes. If it is demonstrated that comments by the public will exceed 15 minutes, the Chairperson or Vice-Chairperson may continue Public comment to another time during the meeting.

(5) **ITEMS TO BE CONTINUED -** None.

(6) **PROGRAMS OF THE MUNICIPAL RAILWAY IMPROVEMENT FUND**

a) **Program Management**
- i) FY 2001-2002 Budget – Action as required.
- ii) Working in America Institute Conference Update – Action as required.
- iii) Muni/MIF Retreat – Action as required.
- iv) Wellness campaign/family day proposals – Action as required.
- v) Renewal of Contracts for FY 2001-2002 with,
  - ♦ StirFry Seminars and Consulting and Knight & Associates – Action as required
  - ♦ Beagle & Bleiweiss Communications & Consulting – Action as required.
  - ♦ TWU Local 250-A – Action as required.
  - ♦ Beeson, Tayer, & Bodine – Action as required.

b) **Ambassador Training Program**
- i) Post – retreat follow up – Action as required.
- ii) Train-the-Trainer update – Action as required.
- iii) Attendance and Participation update– Action as required.
- iv) Ambassador Newsletter – Action as required.

c) **Employee Assistance and Peer Assistance Program**
- i) EAP Report – Action as required.
- ii) PAP Report – Action as required.
- iii) Hiring Process – Action as required.
- iv) Post – retreat follow up – Action as required.
- v) EAP/PAP Joint Request for Proposal with Muni – Action as required.
- vi) Claremont contract extension for 2000 – 2001 fiscal year – Action as required.

d) **Friends of Muni/Destinations**
- i) Post Retreat follow up – Action as required.
- ii) Division "Rap Sessions" – Action as required.
- iii) School Program – Action as required.
- iv) Destinations distribution plan and publication schedule – Action as required.

(7) **ADMISTRATIVE CODE CHANGES REGARDING THE MUNICIPAL RAILWAY IMPROVEMENT FUND**
- i) Report by Board Secretary – Action as required.

(8) **ADJOURNMENT**

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NOTICE OF MEETING AND AGENDA
FOR THE
MUNICIPAL RAILWAY IMPROVEMENT FUND
TUESDAY, MAY 8, 2001
3:30 P.M.
CROWNE PLAZA UNION SQUARE
480 Sutter Street, San Francisco
Sutter I Room – Mezzanine

NOTE - **Items listed on this calendar will not be heard before the stated time.**

ACCESSIBLE MEETING POLICY - **Accessible seating for persons with disabilities (including those using wheelchairs) will be available. In order to assist the City's efforts to accommodate persons with severe allergies, environmental illnesses, multiple chemical sensitivity or related disabilities, attendees at public meetings are reminded that other attendees may be sensitive to various chemical based products. Please help the City accommodate these individuals.**

KNOW YOUR RIGHTS UNDER THE SUNSHINE ORDINANCE - (Chapter 67 of the San Francisco Administrative Code) Government's duty is to serve the public, reading its decisions in full view of the public. Commissions, boards, councils and other agencies of the City and County exist to conduct the people's business. This ordinance assures that deliberations are conducted before the people and that City operations are open to the people's view. For more information on your rights under the Sunshine Ordinance or to report a violation of the ordinance, contact the Sunshine Ordinance Task Force. You may obtain a copy of the Sunshine Ordinance or obtain information concerning the Sunshine Ordinance at the following address:

Rachel Amstine O'Hara, Clerk
City Hall, Room 362
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94102-4683
Office: (415) 554-6171
Fax: (415) 554-6177
Email: Rachel_AmstineO'Hara@ci.sf.ca.us

Copies of the Sunshine Ordinance can be obtained from the Clerk of the Sunshine Task Force, the San Francisco Public Library and on the City's website at www.ci.sf.ca.us.

The public may inspect documents referred to in this agenda from: Jacqueline Morante, Municipal Railway Improvement Fund, 1508 Fillmore Street, Suite 211, San Francisco, CA 94115, and you may also call (415) 440-6823.

StirFry Seminars & Consulting
...a diversity training company

May 7, 2001

Memo

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To: Report-Municipal Improvement Fund & Ambassador Program Task Force
From: Stir Fry Seminars & Consulting, Inc.
Re: Ambassador Training Program Update

Sessions have been going very well overall, with participants rating sessions "excellent" with a smaller number of "very good". In the past two months, there has been only one "average" rating and no "poor". The sessions typically host 12-15 participants. This is down from the last report period, but much improved over summer and fall, 2000. The participants continue to represent a variety of job functions.

The following are highlights from March and April sessions:

- There has been an increased focus on Muni employees as customer service delivery agents. Participants often are at first resistant to this view of their job. There is a sentiment common to Operators that riders should, for example, take classes to "learn how to ride the bus". A discussion might ensue drawing an analogy with shoppers taking classes on how to shop in a department store. The participants learn and practice prerequisite skills such as communication, conflict facilitation, team building and diversity (communication across cultures and gender, etc.) within the framework of customer service delivery. Participants come to embrace and take pride in their role as customer service providers.
- Participants have the opportunity to discuss their concerns and frustrations with those whose job functions differ but greatly impact their daily work life. This aspect of the training program is clearly one of the most vital. Once participants understand the source of their frustration, they are able to communicate with one another in a cooperative rather than adversarial manner. Most report they had no idea what it was like for those in the department with which they have experienced the most stress and frustration.
- Safety issues are addressed in depth as a common and most critical theme throughout the modules. The re-framing of inter-departmental interactions as cooperative, as well as the increased awareness and practice of de-escalation techniques are regularly reported to us by participants to be effective and confidence-building tools.

Ongoing Issues:

- Scheduling sequences
- Attendance Consistency
- Perception prior to attendance that sessions are "punitive"
- Participant Recommendations

154 Santa Clara Avenue, Oakland, California 94610
www.stirfryseminars.com • Tel: 510.420.8292 • Fax: 510.420.1081

The following are participant recommendations, by theme:

- An overhaul of the PSR system. The current system is the overwhelming primary complaint among Operators. They view the system as arbitrary and unfair, particularly the general "neglect of duty" citation. Many suggestions included changing the system to reflect the severity of the complaint, and tiering the infractions, such as minor or major. Improve the commendation system so that positive reports are taken as seriously as negative ones. Operators feel that when a complaint is filed, there is a presumption against them. They want the opportunity to explain their position in a manner similar to what happens in the Ambassador Training Sessions. This recommendation has been consistent throughout the duration of the Training Program, and appears to be a sizable source of stress and job dissatisfaction among session participants.
- More consistent management styles among managers and supervisors.
- Continued, regular, even formalized interaction between departments.
- More participation by "top management" in Ambassador Training sessions
- Among managers and supervisors, the most frequent suggestion is for more training in contemporary management techniques.
- More customer service training as well as support for station agents.

DESTINATIONS

PUBLISHING TEAM MINI RETREAT

The purpose of this meeting is to identify issues and solutions regarding the transition of Destinations to a bi-monthly production schedule and to develop publishing issues and objectives for the production of the Ambassador Newsletter, which will be published bi-monthly opposite Destinations.

Meeting Date and Time: April 26, 2001 9:00AM – 12:30PM

Present: Sandy Sohcot, Gayle Orr-Smith, Perry Lang, Frances Bellows, Peggy Mocine, Wanda Ravernell, Bryan Kring, Lori Sullivan.

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Topic I

Mission of Destinations Newsletter

To provide an open communications forum for riders, employees and management through:

- ❖ Readership by
  - o Riders
  - o Commuters
  - o Students / School Kids
  - o Residents
  - o Seniors
  - o Tourists
  - o Operators

Benefits of going to a bi-monthly publication schedule:

- Extended production schedule provides more flexibility for changes
- More time to get responses from readers re: games, questions, etc.
- More time for interaction with riders, employees during interviews
- Will allow increased distribution and circulation channels
  e.g. schools, city departments, public serving agencies, Muni
- Can tie in to Muni's "Our Community" marketing campaign
- May expand partnering opportunities
  1. Paid advertising
  2. Convention and Visitors Bureau
  3. Adding special insert
- Could distribute twice in 60 day period

Challenges to going Bi-monthly:

- Content needs to hold up for two months
- Distribution
  1. Educating distributors to the new and expanded schedule
- Reduced compensation for the publishing team
- Timing issues for "Acts of Kindness" and other features
- May not be able to do holiday specific themes such as Valentines Day and others

Objectives for Destinations - July 2001 thru June 2002:

- Increase circulation to 200,000
    1. 50,000 on coaches or at bus stops
    2. 25,000 at Public Agencies
    3. 25,000 at Schools
- Measure effectiveness of Destinations
    1. Is it informative
    2. Is it entertaining
    3. Is it useful
    4. Does it improve public perception of Muni and Operators
- Increase direct community involvement
    1. 10% of circulation responds to games or sends letters
    2. Track increase in mailing list
- Increase name recognition
    1. Track name recognition when doing interviews
    2. With rider polls

Action Steps:

- Post Destinations on MIF Web site
- Attract funding for increased production and circulation

DESTINATIONS SYSTEMS AND PROCESSES

Feature	System / Process / Action How to build into the theme **"OUR COMMUNITY"**	Timeline / Assigned To
1. "Sharing the Ride" Operator Profile: a. Credit nominating rider in article	Identify and track nominators	July/August - Team reporters and Lori
2. Molly Muni	Expand on the street interviews as a source of MM ?s and casual rider surveys	July/August -Team reporters
3. Two month "Calendar of Events"	Investigate possible partnership with Visitors Bureau for tourist focused issues(July/August)	May
4. Cartoons	Recruit new editorial cartoonist	May/June - Gayle, Team
5. "Destinations Games"	Develop games that interact more with riders	July/August - Team
6. Multi-lingual	a. Feature multi-lingual articles on Web Site b. Print regular feature articles multi-lingual c. Track additional cost of multi-lingual production	July/August - Gayle, Bryan
7. Do "Page 5 Multi-lingual Insert" piece: a. Molly Muni b. What people are saying on the street c. Games	Determine which languages target riders and tourists and vary as needed	July/August - Team, Muni
8. Second Story a. May have to rotate to give space for multi-lingual articles	a. Identify community stakeholders as subjects for Q&A interviews b. Identify community reporters to contribute in this space	July/August - Gayle
9. Distribution	a. Develop internal distribution route to reach all employees b. Expand YCD role to install papers on coaches at various locations	May - Gayle, Lori
10. Website	a. Advertise MIF website for email feedback from riders	May - Gayle, Bryan

Topic II

Mission of Ambassador Newsletter

To provide an open communications forum for operators and other employees through:

- Readership by
  - Operators
  - Ambassador Program Participants
  - Dispatchers
  - Street Inspectors
  - Maintenance Persons
  - Station Agents
  - Clerical
  - Management

Desired Outcomes for Content:

- Awareness of MIF programs
- Increase participation in Ambassador Training Program
- Provide education that reinforces Ambassador Training focus
- Education about different support systems for operators
- Place to report on personal transitions, accomplishments, successes, and milestones – the good news about employees
- Place to clarify the rumor mill regarding:
    1. Labor Issues
    2. Union Issues
- Place to share solutions regarding job:
    1. Mentoring tips from veteran operators
- Place to share information regarding health – feature testimonials and tips,
    1. "How I reduced my blood pressure through diet & exercise"
    2. "Clean and Sober and a brand new life"
    3. "Ten healthy places to eat on your run"
    4. "Heart healthy oven fried catfish"
    5. "Send in your favorite heart healthy recipe and win a prize"
- Place to reflect/vent what employees have to say about their work life
- Capture trends and issues affecting employees

Objectives for Ambassador Newsletter July 2001 thru June 2002:

- Distribute Ambassador Newsletter to:

    1. All Employees

    2. Key Stakeholders
        a. Muni Detail
        b. Public serving agencies
        c. Churches

- Set goals for how to measure effectiveness of the Ambassador Newsletter
    1. Is it informative
    2. Is it entertaining
    3. Is it useful
    4. Increase employee awareness of Ambassador Training Program
    5. Improve employee perception of MIF programs

July / August Ambassador Newsletter

AMBASSADOR NEWSLETTER SYSTEMS AND PROCESSES

Feature	System / Process / Action How to build into the theme "OUR COMMUNITY"	Timeline / Assigned To
1. Further input from employees	Get ideas from random operators at different divisions, so that the newsletter reflects their notions about what they want to see	May/June - Gayle, Danny, others
2. Larry's Letter	a. Announce new employee driven mission/vision of the Ambassador Newsletter b. Call for submissions and participation	July/August - Gayle
3. Using MIF Programs	a .Photos of Ambassador Training participants b. Testimonials by graduates of how the training helps them in their work and personal life.	May / June - Jim Dennis
4. Recruit Division Reporters	a. Division Chairs will coordinate recruitment of division reporters b. List qualifications of Reporters	May/June - Gayle
5. Solicit health success stories	Testimonials	May/ June - Team
6. Employees nominate "Operators of Distinction"	Employees who excel on the job by providing exemplary service or through volunteer activities in the community	May/ June - Team
7."From the Rumor Mill"	Answers questions and clarifies issues to defuse misinformation	May/June -Team

MIF / MUNI
FRIENDS OF MUNI
PRIORITY PROJECTS IMPLEMENTATION PLAN

PROJECT	DESCRIPTION	MIF ROLE	MUNI ROLE	IMPLEMENTATION
Divisions host FOM	Pilot a division "open house" that allows riders to come and meet with key Muni staff about service issues; tours of the division as appropriate; and creates a dialogue/wrap with the operators.	Generate mailing lists and outreach to community. Distribute multi-lingual flyers on coaches, post in community locations, involve merchant associations, schools, churches others	Coordination between division operations and Muni community relations. Identify key personnel to participate. Input w/outreach targets	May - August 2001 Prepare detailed plan By 5/14 and circulate to stakeholders for input [Burns, MIF, Chairs, division mgrs, maintenance] By May 29, pick division to launch first "open House" Hold first event by July 28.
In School Education Program	Develop a rider safety and courtesy program to be age specific for elementary, middle and high school kids, that involves operators and educational materials	Identify schools to pilot and collaborate in the development of the program. Provide coaching/training for operators to communicate effectively	Assist w/coordination of schedules to allow operators participation, identify appropriate staff to participate and input into program content	May - August 2001 planning: September pilot Possible partnership with Operation Dream
Rider Education Materials for coaches	Develop multi-lingual materials to be posted on coaches to educate passengers about safety, courtesy, and to build relatedness. Design to coordinate with overall Muni marketing message	Building on content already presented in Destinations, develop appropriate materials	Input, coordination, facilitation	May - July Develop models to determine most effective format for posters/signage

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CLAREMONT
BEHAVIORAL SERVICES

Municipal Railway Improvement Fund EAP Report

Submitted by: Claremont Behavioral Services
May 3, 2001

Dates of Service: July 1, 2000 through May 1, 2001

Total Number of Cases: 153

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Presenting Problems	Number of Cases
Marital / Family	10
Child	7
Non-Family Relationship	3
Substance Abuse	18
Emotional	20
General Stress	7
Work Stress	41
Information/Referral	1
Medical	2
Legal	34
Financial	6
Dependent Care	0
Union Consultation	4

Referral Source	Number of Cases
Peer Assistants	91
Self	38
Management	17
Union	2
Human Resources	2
Treatment Provider	1
Family Member	2

Payment of Claremont

Claremont has not been paid for Operators since June, 2000. However, we did receive payment for the Miscellaneous employees from July, 2000 through June, 2001

Peer Assistance Program Coordinator
Sabina Ubell is now Peer Assistance Program coordinator. She has been working actively with T.W.U. and MUNI management to expand the scope of the program and further evolve clinical protocols.

Trauma Response Training for Management and Labor
Sabina Ubell has developed a training program designed to help managers and labor understand the impact of trauma on the workforce. She has coordinated this effort with Jeff Gary and we expect the trainings to begin within the next month.

On-Site Response to Traumatic Incidents
Claremont has been working with Maggie Lynch, Jeff Gary and T.W.U. to set up an emergency response to traumatic incidents. Specifically, the on-call Peer Assistant will be contacted after serious incidents (i.e. fatalities) and provide support to the operator at the actual scene of the accident.

Peer Assistance Office Location
MUNI recently began a "Backfirst" program directly across the hall from the Peer Assistant's office. This has resulted in an enormous increase in traffic and noise in the hallway outside the Peer Assistants office. Privacy and confidentiality of clients is therefore compromised. Claremont has been working with Jeff Gary and T.W.U. to find another location for the Peer Assistance office.

Presentation at the MUNI Management Retreat
Tom Farris was invited to present the EAP/PAP program to MUNI management at the April 18, 2001 retreat. The presentation was well received and has resulted in an increase in the number of consultations with management.

EAP Utilization Data from July 1, 1999 through May 1, 2000
From July 1, 1999 through May 1, 2000 there were 155 Operators seen through the EAP Thus, utilization has been very consistent over the past two years. The most striking difference is an increase in the number of management referrals in the current year. In 1999 – 2000 there was only one management referral. In the current year there have been 17 management referrals. We view this as a positive step in-terms of integrating the EAP into the day to day operations at MUNI. We feel that recent efforts at promoting the EAP/PAP to management have been successful and are responsible for this change.

CLAREMONT
BEHAVIORAL SERVICES

PEER ASSISTANCE PROGRAM REPORT
Submitted To: Municipal Railway Improvement Fund
May 3, 2001

Service Dates: March and April, 2001

Number of New Clients: 36

Number of Promotional Presentations:

Forum	*Number of Presentations*
Divisional Operator of the Month	13
New Operator Graduations	2
Maintenance/VTT	8
Divisional Site Visits (6 am – 6 pm)	18
Ambassador Training Presentations	5

Comparison of PAP Utilization in 2000
In March and April of 2000, there were 29 new clients accessing the Peer Assistance Program, compared with 36 new clients during the current year.

1050 Marina Village Parkway, Suite 203, Alameda CA 94501 ▼ 800-788-8829 Fax 510-337-8833 ▼ www.claremonteap.com

PROPOSED MUNICIPAL RAILWAY IMPROVEMENT FUND BUDGET
JULY 1, 2001 THROUGH JUNE 30, 2002

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
STAFF													
Coordinator	5,208	5,208	5,208	5,208	5,208	5,208	5,208	5,208	5,208	5,208	5,208	5,208	62,496
Board Secretary	3,700	3,700	3,700	3,700	3,700	3,700	3,700	3,700	3,700	3,700	3,700	3,700	44,400
Clerical	2,105	2,105	2,105	2,105	2,105	2,105	2,105	2,105	2,105	2,105	2,105	2,105	25,260
Overhead	3,105	3,105	3,105	3,105	3,105	3,105	3,105	3,105	3,105	3,105	3,105	3,105	37,260
Expenses	2,000	2,000	2,000	2,000	2,000	2,000	2,000	2,000	2,000	2,000	2,000	2,000	24,000
Subtotal	**16,118**	**16,118**	**16,118**	**16,118**	**16,118**	**16,118**	**16,118**	**16,118**	**16,118**	**16,118**	**16,118**	**16,118**	**193,416**
AMBASSADOR TRAINING PROGRAM													
Trainers Fee	103,950	89,250	57,300	111,000	99,500	54,200							515,200
Training Facility	2,500	1,650	2,500	2,500	2,500	1,650	2,500	2,500	2,500	2,500	2,200	2,200	27,700
Catering	2,500	1,250	2,500	2,500	2,500	1,250	2,500	2,500	2,500	2,500	2,500	2,500	27,500
Ambassador Newsletter		2,000		2,000		2,000		2,000		2,000		2,000	12,000
Train-the-trainer	25,000	25,000	25,000	25,000	25,000	25,000	25,000	25,000	25,000	25,000	25,000	25,000	300,000
Subtotal	**133,950**	**119,150**	**87,300**	**143,000**	**129,500**	**84,100**	**30,000**	**32,000**	**30,000**	**32,000**	**29,700**	**31,700**	**882,400**
FRIENDS OF MUNI													
Project Management	5,500	5,500	5,500	5,500	5,500	5,500	5,500	5,500	5,500	5,500	5,500	5,500	66,000
Materials/Printing	4,000		4,000	4,000		3,300	4,000	4,000	4,000	4,000	4,000	4,000	39,300
Meeting Expense	-	-	200	200	200	-	200	200	200	200	200	200	1,800
Events	-	-	2,000	2,000	2,000	2,000	2,000	2,000	2,000	2,000	2,000	2,000	20,000
Subtotal	**9,500**	**5,500**	**11,700**	**11,700**	**7,700**	**10,800**	**11,700**	**11,700**	**11,700**	**11,700**	**11,700**	**11,700**	**127,100**
DESTINATIONS													
Editing	5,500		5,500		5,500		5,500		5,500		5,500		33,000
Writing/artwork	4,500		4,500		4,500		4,500		4,500		4,500		27,000
Design	3,500		3,500		3,500		3,500		3,500		3,500		21,000
Translation (Spanish,Chinese,Russia	4,000		4,000		4,000		4,000		4,000		4,000		24,000
Printing	7,400		7,400		7,400		7,400		7,400		7,400		44,400
Circulation	2,800		2,800		1,000		1,000		1,000		1,000		9,600
Subtotal	**27,700**		**27,700**		**25,900**		**25,900**		**25,900**		**25,900**		**159,000**
EMPLOYEE ASSISTANCE/PEER ASSISTANCE*													
Employee Assistance Program													
Claremont fee - Operators	4,100	4,100	4,100	4,100	4,100	4,100	4,100	4,100	4,100	4,100	4,100	4,100	49,200
Peer Assistance Program													
Supervision - Operators	5,133	7,700	7,700	7,700	7,700	7,700	7,700	7,700	7,700	7,700	7,700	7,700	89,833
Training/Certification/Operators	400	400	400	400	400	400	400	400	400	400	400	400	4,800
Database management/Operators	67	67	67	67	67	67	67	67	67	67	67	67	804
Travel/operators	300	300	300	300	300	300	300	300	300	300	300	300	3,600
Office Supplies/operators	300	300	300	300	300	300	300	300	300	300	300	300	3,600
Books,brochures,films			300			300			300				900
Telephone/Operators	333	333	333	333	333	333	333	333	333	333	333	333	3,996
Subtotal	**10,633**	**13,200**	**13,500**	**13,200**	**13,200**	**13,500**	**13,200**	**13,200**	**13,500**	**13,200**	**13,200**	**13,200**	**156,733**
EVALUATION													

Danny Beagle
MIF Coordinator
DB:jm

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PROPOSED MUNICIPAL RAILWAY IMPROVEMENT FUND BUDGET
JULY 1, 2001 THROUGH JUNE 30, 2002

Data collection and analysis	3,000	3,000	3,000	3,000	3,000	3,000	3,000	3,000	3,000	3,000	3,000	3,000	36,000
Polling	1,500	1,500	1,500	1,500	1,500	1,500	1,500	1,500	1,500	1,500	1,500	1,500	18,000
Subtotal	**4,500**	**4,500**	**4,500**	**4,500**	**4,500**	**4,500**	**4,500**	**4,500**	**4,500**	**4,500**	**4,500**	**4,500**	**54,000**
MISCELLANEOUS													
MIF Meetings	175	175	175	175	175	175	175	175	175	175	175	175	2,100
Insurance	4,060	-	-	-	-	-	-	-	-	-	-	-	4,060
MIF Web Page	1,500	1,500	1,500	1,500	1,500	1,500	1,500	1,500	1,500	1,500	1,500	1,500	18,000
Subtotal	**5,735**	**1,675**	**1,675**	**1,675**	**1,675**	**1,675**	**1,675**	**1,675**	**1,675**	**1,675**	**1,675**	**1,675**	**24,160**
Grand Total	**208,136**	**160,143**	**162,493**	**190,193**	**198,593**	**130,693**	**103,093**	**79,193**	**103,393**	**79,193**	**102,793**	**78,893**	**1,596,809**
*Board Secretary fee is an average monthly figure, based on an hourly fee of $175 per hour													
**Covers costs of providing service to operators only													

Danny Beagle
MIF Coordinator
DB:jm

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San Francisco Municipal Railway Improvement Fund
Coordinator's Report
May 8, 2001

6.a Program Management

i. **FY 2001-2002 Budget—action as required**
The proposed budget for FY 2001-2002 has been revised at the request of the new PAP coordinator to permit expenditures on the following items.

Travel	$3600
Books/brochures/films	$1300
Office Supplies	$3600
TOTAL	**$8700**

This amount will be redirected from the line item under Friends of Muni/Materials.

ii. Working in America Institute—Update.
MIF Chairman Larry Martin, Trustee Ray Antonio and Coordinator Danny Beagle attended the annual Conference of the AFL-CIO's Working in America Institute in San Jose April 22-24. WIA was established in 1998 to encourage and unions, employers community groups, education providers and local public agencies to collaborate to retain, expand and create good jobs build sustainable, diversified economies. WAI develops and manages the start-up of local workforce and economic development partnerships and helps build local capacity to sustain these partnerships. WAI conducts research and reports on effective employment-centered partnerships. Specifically, this means helping union and their partners write and obtain grants to develop training curricula, develop pilot programs, etc.

On a state level, the Workforce Development Department of the California Labor Federation, AFL-CIO provides similar services.

At the same time, we met with officials and staff of the Transport Workers Union. With the help of a small grant from the Department of Transportation, the TWU has launched a 21st Century Transit Technology Skills Program to identify changing requirements and to make sure TWU members have the opportunity to develop those needed skills. With the aid of a small grant from the DOT, the TWU will be working with local affiliates

- to develop curricula to upgrade training for incumbent workers,
- develop skill upgrade opportunities for members who need to strengthen their foundation skills in math and literacy,
- develop career ladders to bring members of under-served communities in the industry.

This program is being implemented in NY, Philadelphia, Miami, Houston and San Francisco.

Subsequently MIF Coordinator Danny Beagle and Brian Turner, coordinator of the TWU 21st Century Transit Skills Program met with Dr. Robert Gabriner, Director of Research, Planning and Grants, San Francisco City College, and his staff, to discuss these issues further. San Francisco City College is anxious to work with both the MIF and Muni to develop this career ladder concept—serving both incumbent and entry level workers from the community. We look forward to further joint discussions with all of the concerned parties.

All of these conversations have raised several issues for the Muni Improvement Fund. Specifically:

- How can we partner with Muni, community organizations, and educational providers to win state and local funding for innovative projects, including the Ambassador Program, the contemplated train-the-trainer program and the upgrading programs described above?

- What is the role of the MIF in this process, as the entity that combines the energy of labor and management and community in a collaborative environment?

iii. May 29 MIF/Muni Retreat:
The MIF/Muni January 25 retreat concluded by establishing three task forces--Ambassador Program, Friends of Muni and Peer Assistance Program--to find ways to more effectively coordinate our work. It was also decided that the same group would meet again to review the work of these task forces.

The second retreat will take place on May 29. We will hear reports from these task forces and make some decisions about future programs. Several MIF trustees and MTA commissioners played an important role at the last retreat, and are invited to attend on May 29, subject to the restrictions of the Brown Act.

iv. Muni Employee Family Health Initiative
In the summer of 2000, the MIF Board of Trustees approved the implementation of a Muni Employee/Family Health Initiative. The thinking being this was based on the research of the University of California School of Public Health Muni Health and Safety Project led by Dr. June Fisher of the University of California, School of Public Health. That program has been on the back burner, pending discussions with Muni. We hope to discuss this issue in some depth at the May 29 retreat.

v. Contracts for FY 2002-2002 with

- StirFry and Knight & Associates
- Beagle & Bleiweiss
- TWU Local 250-A
- Beeson Tayer & Bodine

Action as required

6. b. **Ambassador Training Program**

i. Ambassador Task Force:

Since the January 25 Retreat, the Ambassador Program task force, composed of Trustee Claire Caldwell, Coordinator Danny Beagle, Knight and Associates and Stir Fry, and Acting Muni Safety and Training Director Paul Lovette, along with members of his staff, has accomplished the following:

- Agreed on the goals of the Ambassador program
- Agreed on a series of measurements of the Ambassador Program
- Agreed to certain modifications in the curriculum.

The report of this Task Force will be completed shortly before the May 8 meeting of the MIF and will be distributed at that time.

ii. Train-the-Trainer-update:

The Muni Safety and Training Department has requested the establishment of a new Senior Trainer classification. The Senior Trainer will be the classification initially responsible for mastering and conveying the Ambassador Training Program. See Ambassador Task Force Report.

iii. Attendance and Participation-update

An analysis based on input of data on the Ambassador Training Program attendance and participation through March 31, 2001 will be distributed May 8.

iv. Ambassador Newsletter update

6.c. PAP/EAP Report

i. EAP Report—Action as required
ii. PAP Report—Action as required
iii. Hiring process—action as required
iv. Post-Retreat Follow-Up—Action as Required
v. EAP/PAP Joint Request for Proposal with Muni—Action as Required

6.d. Friends of Muni/Destinations

i-iii Post-Retreat Process—update

The Friends of Muni/Destinations task force, consisting of MIF Coordinator Danny Beagle, FOM Friends of Muni Project Manager Gayle Orr-Smith, and Muni Community Relations Director Maggie Lynch and Assistant Community Relations Director Alicia Fletcher have reached consensus on the following:

- Division-based Friends of Muni events
    1. Purpose of the event is to encourage and help develop "relatedness" between operators and riders.
    2. Events to be designed and run at the division level.

3. Format should be informal, a neighborhood block-party rather than a meeting.
4. Pilot at three divisions.
5. One month outreach campaign, should include neighborhood newspapers, flyers distributed by operators, invite neighborhood leadership,
6. Personnel to participate on a volunteer basis. (?)
7. Weekday evening
8. Find "light" ways to deliver educational message to riders

- Rider educational material
    1. posting as car cards, inside vehicles
    2. Joint development of materials. Muni marketing consultant to participate in next meeting
    3. Collect similar materials from other communities (i.e. "For a smooth ride" series in NY.
    4. Use imagery from Destinations

- School program
    1. Do groundwork this year to prepare for implementation in the early fall.
    2. Groundwork consists of choosing a school meeting with school leadership, (Vis Valley Intermediate school?), beginning of program development, consider piloting it at Hunters Point private school.

iv. Destinations distribution plan and production schedule. **(See attachment # 1)**

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MINUTES OF THE
MUNICIPAL RAILWAY IMPROVEMENT FUND
SPECIAL MEETING
TUESDAY, MAY 8, 2001
CROWN PLAZA UNION SQUARE
480 Sutter Street
San Francisco, CA
Sutter I Room – Mezzanine
3:30 p.m.

PRESENT:	Antonio (Acting Chairman), Madden (A), Bourgart (T), Black (A), and Hatch (A)
ABSENT:	Martin (T), Gourdine (T), Caldwell (T), Teichman (A), Daly (A), and Lum (A)
STAFF IN ATTENDANCE:	Geoffrey Piller, Board Secretary Danny Beagle, Program Coordinator Jacqueline Morante, Staff
ALSO IN ATTENDANCE:	Gayle Orr-Smith, Heiress Consulting Lori Sullivan, Heiress Consulting Dr. Tom Farris, Claremont Behavioral Services Laura Gieben, StirFry Seminars & Consulting Dr. Audra Knight, Knight & Associates Audrey Knight, Knight & Associates

(1) **CALL TO ORDER** – Acting Chairman Antonio called the May 8, 2001 Municipal Railway Improvement Fund special meeting to order.

(2) **SEATING OF NEW TRUSTEES** – Mr. Antonio introduced the two new Trustees, MTA Director Bourgart (Trustee) and MTA Director Black (Alternate).

(3) **ROLL CALL WAS CONDUCTED.**

(4) **MINUTES OF MARCH 20, 2001** - Mr. Antonio asked the Board to review the minutes of the Municipal Railway Improvement Fund Board of Trustees regular meeting of March 20, 2001 . After review, **a Motion was made, seconded, and carried to** approve the Minutes of the March 20, 2001 Board of Trustees meeting, as presented.

Speaker:	Ray Antonio
Action:	Approved
Motion:	176
Ayes:	Antonio, Madden, Bourgart, Black, and Hatch
Public Comment:	None

(5) **PUBLIC COMMENT - None**

(6) **ITEMS TO BE CONTINUED - None**

(7) **PROGRAMS OF THE MUNICIPAL RAILWAY IMPROVEMENT FUND**

(a) **Program Management**

Mr. Beagle presented the Coordinator's report on Fund programs, which included activity updates on goals and achievements and the budget for FY 2001-2002. Mr. Beagle asked the Board of Trustees to review the following:

i) FY 2001-2002 Budget

Mr. Beagle distributed a revised budget which reflects the reallocation of $8,700.00 from the FY 2001-2002 Fund budget approved by the Municipal Transportation Agency in February, to fund Peer Assistance Program costs for travel, books/films, and office supplies. He stated the total budget for the fiscal year remains as previously approved.

Speaker: Danny Beagle and John Madden
Action: None
Motion: None
Public Comment: None

ii) Working in America institute Conference Update

Mr. Beagle reported that he, Chairman Lawrence B. Martin and Trustee Antonio attended the annual Conference of the AFL-CIO's working in America Institute in San Jose on April 22-24. Mr. Beagle stated that WIA will assist the MIF in conducting research on effective employment centered partnerships, obtaining grants to develop training curricula and developing pilot programs. Trustee Bourgart offered to assist Messrs. Martin, Antonio, and Beagle in working with WIA to obtain grants for the Municipal Railway Improvement Fund programs.

Speaker: Danny Beagle, Shirley Breyer Black, John Madden, and Jim Bourgart
Action: None
Motion: None
Public Comment: None

iii) MIF/Muni Retreat and Post Retreat Process follow up

Mr. Beagle reported that a second MIF/Muni retreat would be held on May 29, 2001 to review the work of the three task forces established at the last retreat and the wellness/family day projects. The Board discussed the January retreat and attendance of the May retreat.

Speaker: Danny Beagle, Ray Antonio, and Shirley Breyer Black
Action: None
Motion: None
Public Comment: None

iv) Wellness campaign/family day proposals

Mr. Danny Beagle noted that in the summer of 2000 the Board approved the planning for a Muni Employee/Family Health Initiative wellness program and "Family Day." Mr. Beagle stated that proposals for these programs will be presented at the MIF/Muni May 29, 2001 retreat.

Speaker: Danny Beagle and Shirley Breyer Black
Action: None
Motion: None
Public Comment: None

v) Renewal of Contracts for FY 2001-2002 with,

- **StirFry Seminars and Consulting and Knight & Associates**
- **Beagle & Bleiweiss Communications & Consulting**
- **TWU Local 250-A**
- **Beeson, Tayer, & Bodine**

Mr. Piller reported that the Contracts for StirFry Seminars and Consulting and Knight & Associates, Beagle & Bleiweiss Communications & Consulting, TWU Local 250-A, and Beeson, Tayer, & Bodine would expire June 30, 2001. He stated that pursuant to his discussion with the City Attorney's Office concerning the status of the Ambassadors and Friends Programs, he request that the Director of Purchasing approve extension of the existing Agreements through the 2001 – 2002 Fiscal year.

Speaker: Geoffrey Piller
Action: None
Motion: None
Public Comment: None

b) Ambassador Training Program

i) Post – retreat follow up

Mr. Beagle reported that the Ambassador Program Task Force has met 4 times since the January Retreat and that he will continue to work with Muni Training and Safety management personnel to discuss needed improvements with the intent to present a report at the next Board meeting.

Speaker: Danny Beagle
Action: None
Motion: None
Public Comment: None

ii) Train-the-Trainer

Mr. Beagle reported that Muni Safety and Training Department requested the establishment of a new "Senior Trainer" classification who would be responsible for mastering and teaching the Ambassador Training curriculum. Mr. Beagle noted that Muni and the Fund are in process of modifying a curriculum for the Train-the-Trainer

Program and he will submit a report on these modifications at the next Board meeting.

Speaker: Danny Beagle
Action: None
Motion: None
Public Comment: None

iii) Attendance and Participation

Mr. Beagle reported that an average of 17-20 Muni employees participated in the Ambassador Training Program in the months of October through November, 2000, and that the number of participants dropped to 9-11 in the last couple of weeks. Mr. Beagle is in process of analyzing the data on the Ambassador Training Program attendance and participation through March 31, 2001 and will provide a report at the next Board meeting.

Speaker: Danny Beagle
Action: None
Motion: None
Public Comment: None

iv) Ambassadors Newsletter

Ms. Gayle Orr-Smith distributed photographs for the Ambassadors Newsletter and reported that she is in the process of creating the appropriate design for the Newsletter. She stated that she is interviewing Muni employees at all the divisions for stories for the next Newsletter, which would be distributed by July or August 2001.

Speaker: Gayle Orr-Smith, Danny Beagle and John Madden
Action: None
Motion: None
Public Comment: None

A **motion was made, seconded, and carried to** accept the Ambassador Report as presented by Mr. Beagle.

Speaker: Danny Beagle and John Madden
Action: Approved
Motion: 177
Ayes: Antonio, Madden, Bourgart, Black, and Hatch
Public Comment: None

c) **Employee Assistance Program and Peer Assistance Program**
Mr. Farris distributed the "Municipal Railway Improvement Fund EAP Report" dated May 3, 2001 and Peer Assistance Program Report dated May 3, 2001 and noted the following:

i) **Employee Assistance Program**
The total cases reviewed by the EAP: July 1, 2000, through May 1, 2001; 153

ii) **Peer Assistance Program**
The total number of new referrals: March and April 2001; 36

iii) **Hiring Process**
Mr. Farris reported that Claremont has hired Ms. Sabina Ubell as Peer Assistance Program coordinator and that Mr. Bud McNaughton and Mr. Jeff Gary are the Muni liaisons named to assist the Peer Assistance Program in developing trauma response training. Mr. Farris also stated that Ms. Ubell would begin training TWU and Muni staff in early June.

Speaker: Tom Farris
Action: None
Motion: None
Public Comment: None

iv) **Post – retreat follow up**
Mr. Farris reported that he met with Muni management on April 18, 2001 and presented the Employee Assistance Program and Peer Assistance Program. Mr. Farris also stated that when he spoke to Muni General Manager Michael Burns concerning the PAP office location, Mr. Burns agreed to find suitable office space for the PAP.

Speaker: Tom Farris, Jim Bourgart, Ray Antonio, John Madden, Shirley Breyer Black, and Audrey Knight.
Action: None
Motion: None
Public Comment: None

v) **Claremont contract extension for 2000-2001 fiscal year**
Mr. Farris reported that Claremont Behavioral Health Services has signed the 2000 - 2001 extension of its contract for operator EAP/PAP services and that Claremont was paid for the miscellaneous employees from July 2000 through June 2001. Mr. Piller stated that the 2000 – 2001 Claremont contract extension has been sent for approval to the Director of Purchasing. Mr. Bourgart asked Mr. Piller to review the Purchasing Department's authority in

this area with regard to the contract authority of the MTA. After discussion, **a Motion was made, seconded, and carried to** accept the report as presented by Mr. Farris.

Speaker: Tom Farris and John Madden
Action: Approved
Motion: 178
Ayes: Antonio, Madden, Bourgart, Black, and Hatch
Public Comment: None

d) Friends of Muni/Destinations

Ms. Orr-Smith presented the reports entitled "Muni Improvement Fund In School Rider Education Program" dated March 12, 2001 and that Phase I Pilot Project goals for the months of April through June, 2001 and discussed the following,

i) Post Retreat follow up

Ms. Orr-Smith had three meetings since the MIF/Muni Retreat held on January 25, 2001 and is working with Ms. Maggie Lynch, Ms. Alicia Fletcher, and Ms. Lisa Manacini on the implementation and planning of the "Friends of Muni" projects.

Speaker: Gayle Orr-Smith
Action: None
Motion: None
Public Comment: None

ii) Division Rap Session

Ms. Orr-Smith reported that she is working with Muni management personnel on the division "rap sessions." Ms. Orr-Smith stated that she circulated a draft plan for the rap session in May and intended to select a division to launch the first "open house" by July 28, 2001. Trustee Black stated she would like to participate in the planning of this program.

Speaker: Gayle Orr-Smith and Shirley Black
Action: None
Motion: None
Public Comment: None

iii) School Program

Ms. Orr-Smith reported that she and Ms. Lynch are working on the School Education Program to develop a rider safety and courtesy program with elementary – high school children that would involve operators and educational materials. Possible partnership with "Operation Dream" to begin in September 2001.

Speaker: Gayle Orr-Smith and Shirley Black
Action: None
Motion: None
Public Comment: None

iv) Destinations distribution plan and publication schedule

Ms. Orr-Smith concluded her report by distributing the draft copies of photographs taken for "Destinations" newsletter. Stated that she would continue the process to develop multilingual materials to be posted on coaches to educate passengers regarding safety, and courtesy. Ms. Orr-Smith also stated that Mr. Fred Stevens would continue to distribute the newsletters on the coaches. She should have a draft on the posters for the Trustees to review by the next Board meeting. After discussion, **a Motion was made, seconded, and carried to** accept the Friends of Muni program report.

Speaker: Gayle Orr-Smith and John Madden
Action: Approved
Motion: 179
Ayes: Antonio, Madden, Bourgart, Black, and Hatch
Public Comment: None

(8) ADMINISTRATIVE CODE CHAGES REGARDING THE MUNICIPAL RAILWAY IMRPROVEMENT FUND

i) Report by Board Secretary – Action as required.

Mr. Piller reported that since the City amended Administrative Code to replace Section 10.205, with Chapter 10, Article XIII, Section 10.100-157 he has drafted an amendment to restore the name of the Fund to the "Municipal Railway Improvement Fund" and to update the funding provisions for review by the Attorney.

Speaker: Geoffrey Piller
Action: None
Motion: None
Public Comment: None

(9) Adjournment: There being no further business the meeting was adjourned at 4:55 p.m.

Respectfully submitted by:
Geoffrey Piller, Board Secretary

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NOTICE OF REGULAR MEETING AND AGENDA
FOR THE
MUNICIPAL RAILWAY IMPROVEMENT FUND
TUESDAY, MAY 22, 2001
3:30 P.M.
CROWNE PLAZA UNION SQUARE
480 Sutter Street, San Francisco
City Suite Room – Mezzanine

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MAY 17 2001

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(1) CALL TO ORDER

(2) ROLL CALL

(3) MIF MINUTES OF MAY 8, 2000 MIF SPECIAL MEETING – Review of Minutes and action as required.

(4) PUBLIC COMMENT - At this time, members of the public may address the Fund on items of interest to the public that are within the subject matter jurisdiction of the Fund, except agenda items. With respect to agenda items, your opportunity to address the Fund will be afforded when the item is reached in the meeting, with one exception. When the agenda item has already been reviewed in a public hearing at which members of the public were allowed to testify and the Fund has closed public hearing, your opportunity to address the Fund must be exercised during the Public Comment portion of the calendar. Each member of the public may address the Fund for up to three minutes. If it is demonstrated that comments by the public will exceed 15 minutes, the Chairperson or Vice-Chairperson may continue Public comment to another time during the meeting.

(5) ITEMS TO BE CONTINUED

a) Amendment of Administrative code provisions regarding Municipal Railway Improvement Fund.

(6) PROGRAMS OF THE MUNICIPAL RAILWAY IMPROVEMENT FUND

a) Program Management

i) Muni/MIF Retreat – Action as required.

ii) Contracts for FY 2001-2002 with,

- StirFry and Knight & Associates – Action as required
- Beagle & Bleiweiss Communications & Consulting – Action as required.
- TWU Local 250-A – Action as required.
- Beeson, Tayer, & Bodine – Action as required.

b) Ambassador Training Program

i) Attendance and Participation update– Action as required.

ii) Ambassador Newsletter update – Action as required.

c) Employee Assistance and Peer Assistance Program

i) EAP Report – Action as required.

ii) PAP Report – Action as required.

iii) EAP/PAP Joint Request for Proposal with Muni – Action as required.

d) Friends of Muni/Destinations

i) Division "Rap Sessions" – Action as required.

ii) Destinations distribution plan – Action as required.

iii) Friends of Muni personnel update– Action as required.

(7) ADJOURNMENT

NOTICE OF REGULAR MEETING AND AGENDA
FOR THE
MUNICIPAL RAILWAY IMPROVEMENT FUND
TUESDAY, MAY 22, 2001
3:30 P.M.
CROWNE PLAZA UNION SQUARE
480 Sutter Street, San Francisco
City Suite Room – Mezzanine

NOTE - Items listed on this calendar will not be heard before the stated time.

ACCESSIBLE MEETING POLICY - Accessible seating for persons with disabilities (including those using wheelchairs) will be available. In order to assist the City's efforts to accommodate persons with severe allergies, environmental illnesses, multiple chemical sensitivity or related disabilities, attendees at public meetings are reminded that other attendees may be sensitive to various chemical based products. Please help the City accommodate these individuals.

KNOW YOUR RIGHTS UNDER THE SUNSHINE ORDINANCE - (Chapter 67 of the San Francisco Administrative Code) Government's duty is to serve the public, reading its decisions in full view of the public. Commissions, boards, councils and other agencies of the City and County exist to conduct the people's business. This ordinance assures that deliberations are conducted before the people and that City operations are open to the people's view. For more information on your rights under the Sunshine Ordinance or to report a violation of the ordinance, contact the Sunshine Ordinance Task Force. You may obtain a copy of the Sunshine Ordinance or obtain information concerning the Sunshine Ordinance at the following address:

Rachel Amstine O'Hara, Clerk
City Hall, Room 362
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94102-4683
Office: (415) 554-6171
Fax: (415) 554-6177
Email: Rachel_AmstineO'Hara@ci.sf.ca.us

Copies of the Sunshine Ordinance can be obtained from the Clerk of the Sunshine Task Force, the San Francisco Public Library and on the City's website at www.ci.sf.ca.us.

The public may inspect documents referred to in this agenda from: Jacqueline Morante, Municipal Railway Improvement Fund, 1508 Fillmore Street, Suite 211, San Francisco, CA 94115, and you may also call (415) 440-6823.

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MINUTES OF THE
MUNICIPAL RAILWAY IMPROVEMENT FUND
REGULAR MEETING
TUESDAY, MAY 22, 2001
CROWN PLAZA UNION SQUARE
480 Sutter Street
San Francisco, CA
City Suite Room – Mezzanine
3:30 p.m.

PRESENT: Gourdine (Acting Chairperson), Antonio (T), Bourgart (T), Madden (A), Daly (T), Teichman (A), and Hatch (A)

ABSENT: Martin (T), Black (A), Caldwell (T), and Lum (A)

STAFF IN ATTENDANCE: Geoffrey Piller, Board Secretary
Danny Beagle, Program Coordinator
Sharon Ravarra, Staff

ALSO IN ATTENDANCE: Gayle Orr-Smith, Heiress Consulting
Lori Sullivan, Heiress Consulting
Sabina Ubell, Claremont Behavioral Services

(1) **CALL TO ORDER** – Acting Chair Gourdine called the May 22, 2001 Municipal Railway Improvement Fund regular meeting to order.

(2) **ROLL CALL WAS CONDUCTED.**

(3) **MINUTES OF MAY 22, 2001 -** Acting Chair Gourdine asked the Board to review the minutes of the Municipal Railway Improvement Fund Board of Trustees special meeting of May 8, 2001 . After review, **a Motion was made, seconded, and carried to** approve the Minutes of the May 8, 2001 Board of Trustees meeting, as presented.

Speaker: Andrea Gourdine
Action: Approved
Ayes: A. Gourdine, R. Antonio, J. Bourgart, J. Madden, W. Hatch, J. Teichman, and D. Daly
Motion: 180
Public Comment: None

(4) **PUBLIC COMMENT -** None

(5) **ITEMS TO BE CONTINUED**

Amendment of Administrative Code provisions regarding Municipal Railway Improvement Fund.

Mr. Piller reported that an amendment to Section 10.205 of the Administrative code restoring the name of the Fund to the "Municipal Railway Improvement Fund" and deleting the references to the 1996-2000 MOU is being prepared by the City Attorney's office and that no action is required at this time by the Board.

Speaker: Geoffrey Piller
Action: None
Motion: None
Public Comment: None

(6) **PROGRAMS OF THE MUNICIPAL RAILWAY IMPROVEMENT FUND**

(a) **Program Management**

Mr. Beagle presented the Coordinator's report dated May 22, 2001 and two reports entitled "Ambassador Program Cumulative Attendance" dated, respectively, December 31, 2000 and March 31, 2001.

i) Muni/MIF Retreat

Mr. Beagle reported that the next MUNI/MIF Retreat would be held on May 29, 2001 at the Bill Graham Civic Auditorium, Room 311, 99 Grove Street, San Francisco and the primary purpose of the Retreat is to discuss Muni/Fund coordination of the Ambassadors, EAP/Peer Assistance, and Friends of Muni Programs.

Speaker: Danny Beagle
Action: None
Motion: None
Public Comment: None

ii) Contracts for the FY 2001 – 2002

Mr. Piller reported that the one year extensions of the contracts for StirFry Seminars & Consulting, Knight & Associates, Beagle & Bleiweiss Communications, TWU Local 250-A, and Beeson, Tayer, & Bodine are awaiting approval by the City Purchasing Department. He noted that at the May 8, 2001 meeting Trustee Bourgart noted that Proposition E transferred certain purchasing authority from the Purchasing Department to the MTA and that he was awaiting clarification from the City Attorney's office regarding whether Purchasing or the MTA (or its delegatee, the Muni General Manager) has authority to approve Fund agreements.

Speaker: Geoffrey Piller
Action: None
Motion: None
Public Comment: None

b) **Ambassador Training Program**

i) Attendance and Participation

Mr. Danny Beagle reported that the he has been working with David Ragland on the cross referencing of PSR's, absenteeism, and workers compensation claims and completion of the Ambassador Training Program and in the report Coordinators Report dated May 22, 2001 he noted that the number of Workers Compensation claims decreased for Muni operators and other employees who have attended the Ambassador Training Program modules 5 or 6. After review of the Attendance Reports the Trustees asked Mr. Beagle to 1) determine whether new operators could be exposed to all or part of the Ambassador curriculum for purposes of increasing Muni's new driver retention rates, and 2) review how the Program might be effectively shortened without materially affecting content.

Speaker: Danny Beagle and Jim Bourgart
Action: None
Motion: None
Public Comment: None

ii) Ambassador Newsletter

Ms. Gayle Orr-Smith reported that the new "Ambassador" newsletter would go out by next week. She reported that she is still waiting to hear the Newsletter's Division reporters for the June and July issues.

Speaker: Gayle Orr-Smith
Action: None
Motion: None
Public Comment: None

c) **Employee Assistance Program and Peer Assistance Program**

Ms. Ubell distributed the "Municipal Railway Improvement Fund EAP Report" dated May 22, 2001 and "Peer Assistance Program Report" dated May 22, 2001 and noted the following:

i) Employee Assistance Program Utilization

The total cases reviewed by the EAP: since 7/1/00 through 5/17/01; 158

ii) Peer Assistance Program

The total number of referrals since 7/1/00 through 5/17/01; 158

iii) EAP/PAP Joint Request for Proposal with Muni

Mr. Piller reported that the extension of the Claremont contract is for the 2000 – 2001 fiscal year pending approval by the Purchasing Department. Acting Chair Gourdine asked Mr. Piller to research the status of the contract and act to expedite its approval.

Speaker: Sabina Ubell, Andrea Gourdine, and Geoffrey Piller
Action: None
Motion: None
Public Comment: None

d) Friends of Muni/Destinations

i) Division "Rap Session"

Ms. Orr-Smith presented the report entitled "MIF/Muni Division Open House" which proposes that the first Division open house begin Saturday, August 18th at the Woods Division, 11:30 a.m. to 2:30 p.m. Ms. Orr-Smith stated that MIF community organizer Mr. Maxwell Burton was at Muni Woods Division planning the event.

Speaker: Gayle Orr-Smith
Action: None
Motion: None
Public Comment: None

iii) Destinations Distribution Plan

Ms. Orr-Smith stated that there has been improvement in the Destinations distribution plan and she met with Mr. Fred Stevens two weeks ago to discuss distribution of Destinations, which now has a distribution run of 50,000.

Speaker: Gayle Orr-Smith
Action: None
Motion: None
Public Comment: None

ii) Friends of Muni personnel update

Ms. Orr-Smith noted that Mr. Burton is developing a community outreach plan focusing on the riding public and that the MIF staff would work closely with Muni Public/Community Affairs on the project. After discussion, the Trustees directed Ms Orr-Smith to set up a structure to educate and train passengers on Muni Safety, work on target dates for the School Rap Sessions, and contact key personnel for purposes of implementation and planning of this project.

Speaker: Gayle Orr-Smith, Andrea Gourdine, Jim Bourgart, John Madden and Daniel Daly.
Action: None
Motion: None
Public Comment: None

(8) **Adjournment:** There being no further business the meeting was adjourned at 5:15 p.m.

Respectfully submitted by:
Geoffrey Piller, Board Secretary

GP:jm

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NOTICE OF SPECIAL MEETING AND AGENDA
FOR THE
MUNICIPAL RAILWAY IMPROVEMENT FUND
TUESDAY, MAY 29, 2001
BILL GRAHAM CIVIC AUDITORIUM
99 Grove Street, San Francisco
Room 312
8:30 a.m./ per phone call

DOCUMENTS DEPT.

MAY 25 2001

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(1) CALL TO ORDER

(2) ROLL CALL/INTRODUCTION OF PARTICIPANTS

(3) PUBLIC COMMENT – At this time members of the public may address the Fund on items of interest to the public that are within the subject matter jurisdiction of the Fund, except agenda items. With respect to agenda items, your opportunity to address the Fund will be afforded when the item is reached in the meeting, with one exception. When the agenda item has already been reviewed in a public hearing at which members of the public were allowed to testify and the Fund has closed public hearing, your opportunity to address the Fund must be exercised during the Public Comment portion of the agenda. Each member of the public may address the Fund for up to three minutes. If it is demonstrated that comments by the public will exceed 15 minutes, the Chairperson or Vice-Chairperson may continue public comment to another time during the meeting.

(4) MUNICIPAL RAILWAY IMPROVEMENT FUND/MUNI RETREAT

a) Retreat Process
- i) Participant Introduction and Opening Comments
- ii) Review Purpose/Goals of Retreat
- iii) Outline of the Meeting/Logistics
- iv) Procedures for participation/ground rules

b) Peer Assistance/Employee Assistance Program
- i) Report of the Peer Assistance/EAP Task Force
- ii) Discussion of Task Force Report and Recommendations
- iii) Update Concerning Peer Assistance/EAP Request for Proposal
- iv Conclusions Concerning Peer Assistance/Employee Assistance Programs

d) Operator as Ambassador Program

- i) Report of Ambassador Program Task Force
- ii) Discussion of Task Force Report and Recommendations
- iii) Discussion Concerning,

- Curriculum
- Evaluation
- Organizational Recommendations
- Integration of Ambassador Training Program into Muni Safety and Training Department
- Ongoing Accountability/Program Evaluation
- Participation

iv) Conclusions Concerning the Ambassadors Program

e) Friends of MUNI

i) Report of Friends of Muni/*Destinations* Task Force
ii) Discussion of Task Force Report and Recommendations
iii) Conclusions Concerning the Friends of Muni Program and *Destinations* Newsletter

f) MUNI/Municipal Railway Improvement Fund Relationship and Governance

i) Discussion of Relationship/Communications/Governance issues to date
ii) Discussion of What Works and What Needs Improvement
iii) Initiation of New Programs (*e.g.* "Family Wellness Day")
iii) Conclusions Concerning Relationship/Communications/Governance

g) Next Steps/Action Plan

i) Discussion
ii) Conclusions

h) Closing Remarks

(5) ADJOURNMENT

NOTICE OF REGULAR MEETING AND AGENDA
FOR THE
MUNICIPAL RAILWAY IMPROVEMENT FUND
TUESDAY, MAY 29, 2001
BILL GRAHAM CIVIC AUDITORIUM
99 Grove Street, San Francisco
Room 312

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NOTE - Items listed on this calendar will not be heard before the stated time.

ACCESSIBLE MEETING POLICY - Accessible seating for persons with disabilities (including those using wheelchairs) will be available. In order to assist the City's efforts to accommodate persons with severe allergies, environmental illnesses, multiple chemical sensitivity or related disabilities, attendees at public meetings are reminded that other attendees may be sensitive to various chemical based products. Please help the City accommodate these individuals.

KNOW YOUR RIGHTS UNDER THE SUNSHINE ORDINANCE - (Chapter 67 of the San Francisco Administrative Code) Government's duty is to serve the public, reading its decisions in full view of the public. Commissions, boards, councils and other agencies of the City and County exist to conduct the people's business. This ordinance assures that deliberations are conducted before the people and that City operations are open to the people's view. For more information on your rights under the Sunshine Ordinance or to report a violation of the ordinance, contact the Sunshine Ordinance Task Force. You may obtain a copy of the Sunshine Ordinance or obtain information concerning the Sunshine Ordinance at the following address:

Rachel Amstine O'Hara, Clerk
City Hall, Room 362
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94102-4683
Office: (415) 554-6171
Fax: (415) 554-6177
Email: Rachel_AmstineO'Hara@ci.sf.ca.us

Copies of the Sunshine Ordinance can be obtained from the Clerk of the Sunshine Task Force the San Francisco Public Library and on the City's website at www.ci.sf.ca.us.

The public may inspect documents referred to in this agenda from Jacqueline Morante, Municipal Railway Improvement Fund, 1508 Fillmore Street, Suite 211, San Francisco, CA 94115, and you may also call (415) 440-6823.

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NOTICE OF REGULAR MEETING AND AGENDA
FOR THE
MUNICIPAL RAILWAY IMPROVEMENT FUND
TUESDAY, JUNE 26, 2001
3:30 P.M.
CROWNE PLAZA UNION SQUARE
480 Sutter Street, San Francisco
Cable Car Room – Mezzanine

(1) **CALL TO ORDER**

(2) **ROLL CALL**

(3) **MIF MINUTES OF MAY 22, 2001 MIF REGULAR MEETING** – Review of Minutes and action as required.

(4) **PUBLIC COMMENT** - At this time, members of the public may address the Fund on items of interest to the public that are within the subject matter jurisdiction of the Fund, except agenda items. With respect to agenda items, your opportunity to address the Fund will be afforded when the item is reached in the meeting, with one exception. When the agenda item has already been reviewed in a public hearing at which members of the public were allowed to testify and the Fund has closed public hearing, your opportunity to address the Fund must be exercised during the Public Comment portion of the calendar. Each member of the public may address the Fund for up to three minutes. If it is demonstrated that comments by the public will exceed 15 minutes, the Chairperson or Vice-Chairperson may continue Public comment to another time during the meeting.

(5) **ITEMS TO BE CONTINUED**

(6) **PROGRAMS OF THE MUNICIPAL RAILWAY IMPROVEMENT FUND**

a) **Program Management**
- i) Contracts for FY 2001-2002 with,
  - ♦ StirFry and Knight & Associates – Action as required
  - ♦ Beagle & Bleiweiss Communications & Consulting – Action as required.
  - ♦ TWU Local 250-A – Action as required.
  - ♦ Beeson, Tayer, & Bodine – Action as required.
- ii) 2000-2001 Claremont Agreement – Action as required.
- iii) Report on Muni/MIF Retreat, May 29, 2001 – Action as required.
- iv) Grant Proposal: California State Employment Development Department – Action as required.

b) **Ambassador Training Program**
- i) Attendance and Participation update– Action as required.
- ii) Ambassador Newsletter update – Action as required.
- iii) Retreat follow-up – Acton as required.

c) **Employee Assistance and Peer Assistance Program**
- i) EAP Report – Action as required.
- ii) PAP Report – Action as required.
- iii) EAP/PAP Joint Request for Proposal with Muni – Action as required.
- iv) Retreat follow-up.

d) **Friends of Muni/Destinations**
- i) Friends Groups – Action as required.
- ii) Destinations – Action as required.
- iii) Other– Action as required.
- iv) Retreat follow-up – Action as required.

(7) **ADJOURNMENT**

NOTICE OF REGULAR MEETING AND AGENDA
FOR THE
MUNICIPAL RAILWAY IMPROVEMENT FUND
TUESDAY, JUNE 26, 2001
3:30 P.M.
CROWNE PLAZA UNION SQUARE
480 Sutter Street, San Francisco
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FAX (916) 441-5208

OF COUNSEL
JOSEPH C. WAXMAN

MEMORANDUM

To: Board of Trustees, Municipal Railway Improvement Fund
From: Geoffrey Piller
Date: June 25, 2001
Re: ***(1)One Year Extension of Fund Contracts with Beagle & Bleiweiss***
Beeson, Tayer & Bodine
Knight & Associates
Stirfry Seminars and Consulting
TWU Local 250-A

(2)Extension of Claremont Agreement

Approval of a one year extension of the above-referenced contracts is pending approval by the City Purchasing Department. The Board has asked whether Proposition E's transfer of certain purchasing authority from the Purchasing Department to the Municipal Transit Agency applied to contracts of the Municipal Railway Improvement Fund.*

The City Attorney's Office considers the MTA's authority with regard to authority formerly exercised by the Purchasing Department to extend to MUNI purchases only. Because the Municipal Railway Improvement Fund is a separately constituted entity not under MUNI's direction or control, the Purchasing Department retains authority over Fund contracts.

While there may be a basis for further review of this position with the City Attorney, for purposes of the above-referenced contracts it is my informal understanding that the Purchasing Department will approve the extensions and will provide the signed amendments extending the Agreements. The fully executed amendments must be provided to the MUNI Accounting Department no later than the first week of August so that July invoices can be timely paid.

Claremont's1996-2000 contract with the Fund for the Employee Assistance and Peer Assistance Programs was extended an additional year (Purchasing approved the extension last week). The RFP for the 2001-2004 contract for these services is to be submitted jointly by MUNI and the Fund has not gone out yet pending MUNI's final review. On this basis I ask the Board to approve the attached amendment extending the Fund's agreement with Claremont another six months (July through December, 2001).

*The MTA adopted the following resolution at its December 5, 2000 Meeting:

> RESOLVED, that the Board of Directors of the Agency hereby adopts a policy whereby procurement of commodities and services formally [*sic* -- formerly?] subject to the sole approval of the Purchaser shall be subject to the sole approval of the Director of Transportation, or his designee, and shall not require further approval of this Board.

Encl.
cc: Danny Beagle

GLP: glp

MODIFICATION NUMBER TWO
TO THE
AGREEMENT BETWEEN
THE MUNICIPAL RAILWAY IMPROVEMENT FUND
AND
CLAREMONT BEHAVIORAL SERVICES, INC.

This Modification No. Two, made and entered into this 26th day of June, 2001 by and between the City and County of San Francisco, a municipal corporation (hereinafter referred to as "the City"), acting by and through its Director of Purchasing or the Director's designated agent (hereinafter referred to as "Purchasing") and Claremont Behavioral Services, Inc. (hereinafter referred to as "Contractor").

RECITALS

A. On April 29, 1998 through the Municipal Railway Improvement Fund the City executed a Contract for Employee Assistance Program (hereinafter "EAP") services for transit operators and for management of a "Peer Assistance Program" (hereinafter "PAP") for the period July 1, 1996 to June 30, 2000;

B. The parties extended the Agreement for one year (July 1, 2000 through June 30, 2001) on the same terms and conditions to allow the City to undertake the Request for Proposal Process for EAP and PAP services.

C. The parties further desire to extend the Agreement for an additional six months (July 1, 2001 through December 31, 2001) on the same terms and conditions to allow the City to complete the Request for Proposal process for EAP and PAP services.

NOW, THEREFORE, the parties mutually understand and agree as follows:

Section 2 of the Agreement ("Term of the Agreement") shall be amended to read as follows:

2. **Term of Agreement**

Subject to Section 1, the term of this Agreement shall be from July 1, 1996 through December 31, 2001.

IN WITNESS WHEREOF, the parties have executed this Modification Number Two on the day first mentioned above.

CITY

Recommended by:

Lawrence B. Martin
Chairman, Municipal Railway Improvement Fund

Andrea Gourdine
Treasurer, Municipal Railway Improvement Fund

Approved as to Form:

Louise H. Renne

By: _____
Deputy City Attorney

Approved:

Director of Purchasing

Judith Blackwell

CONTRACTOR

Authorized Signature

Printed Name

Title

Claremont Behavioral Services, Inc.
Company Name

1050 Marina Village Parkway #203
Address

Alameda, CA 94501

(510) 337-3844

94-3129474

San Francisco Municipal Railway Improvement Fund
Coordinator's Report
June 26, 2001

6. PROGRAMS OF THE MUNICIPAL RAILWAY IMPROVEMENT FUND

a) Program Management

i) Contracts for FY 2001-2002

ii) Claremont Agreement for 2001-2002

iii) Report on Muni/MIF Retreat

The second Muni/MIF retreat, which took place May 29, was extremely productive, focussing on concrete issues and solutions. It was attended by the appropriate Muni and MIF staff, as well as MTA/MIF commissioners Shirley Bryer Black and Jim Bourgart and MIF Trustees Martin, Antonio, Caldwell and Teichman. **(See attachment # 1)**

We will report on specific actions and decisions of the retreat at the appropriate point in this report. But certain general points were made in the discussion of the overall relationship. Improvements cited included the presence of Directors Black and Bourgart on the MIF Board, the sustained involvement of Muni staff at the MIF Executive Staff meeting and the activity of the various task forces.

It was also agreed that there should be even more involvement and initiative by Muni at the staff meetings, and that there remained in general a need for more integration, more "joint ownership" of the MIF.

Other general recommendations included:

- the JLMB Executive Committee, consisting of Burns, Martin, Williams, Mancini, Antonio and Claire, should also serve as a venue for discussion of MIF issues, whenever necessary
- MIF and Muni will work together on joint projects, including the Muni Employee/Family Health Initiative.
- More sharing of calendar information

iv) Grant Proposals

As we reported in May, MIF Chairman Larry Martin, Trustee Ray Antonio and Coordinator Danny Beagle attended the annual Conference of the AFL-CIO's Working in America Institute in San Jose April 22-24. WAI develops and manages the start-up of local workforce and economic development partnerships and helps build local capacity to sustain these partnerships. WAI helps unions and their partners write and obtain grants to develop training curricula, develop pilot programs, etc.

In early June, Beagle, Martin, Antonio and Brian Turner held a series of meetings to further explore the possibility of developing grant funding for MIF projects. We discussed several basic approaches.

to develop curricula to upgrade training for incumbent workers,

- develop skill upgrade opportunities for members who need to strengthen their foundation skills in math and literacy,
- develop career ladders to bring members of under-served communities.

We have developed the attached draft proposal, which focuses on incumbent and entry level worker training (See attachment # 2). This draft is a working document that continues to change.

We discussed our proposals with the following people.

- Michael Bernick, Director of the Department of Employment Development, who was extremely encouraging and asked us to present a more specific proposal, with a budget.
- Art Pulaski, Secretary-Treasurer of the California Labor Federation, and his economic development staff. The State Federation will support us politically and on a technical level with the actual proposal.
- Muni General Manager Michael Burns, who assigned staff to work with us on developing this project.
- MTC staff, who described other grant opportunities.
- Leaders of transit unions from San Jose, Oakland, Golden Gate District, Sam Trans, to discuss regional initiatives in this area.
- Staff at San Francisco City College. We discussed the integration of our proposals with the SF City College Transit Academy.

6. b. Ambassador Training Program

The task force made the following recommendations:
Modify curriculum to include material on wellness, safety and accident prevention and language skills.

- Develop mechanism for collecting, addressing and reporting back progress on suggestions and proposals developed during class.
- Facilitate more systematic communication between trainers, MIF and Muni keep facilitators informed of developments at Muni.
- Continue work on integrating Ambassador program into Muni Safety and Training Department based on the following considerations
    1. Hiring of all personnel to implement the Ambassador program should be subject to participation, review and approval of MIF.
    2. Changes or adjustments to the curriculum subject to participation, review and approval of MIF;
    3. Board of Trustees of MIF to receive periodic updates on the operation of the program.
- Improve scheduling and participation by
    1. Scheduling light-duty and other previously untrained for training
    2. Explore changing to a five-day program.
    3. Create a more effective scheduling process

6c. Employee Assistance and Peer Assistance Programs

6d. Friends of Muni/Destinations

ATTACHMENT # 1
MUNI/MIF PLANNING
Write-Up Of May 29, 2001 Retreat -- Page 1

PARTICIPANTS:

MUNI	MIF	MTA COMMISSIONERS
Michael Burns	Roberto Almanzan	Shirley Bryor Black
Arlene Eisen	Ray Antonio	
Jeffrey Gary	Danny Beagle	
Paul Lovette	Maxwell Burton	
Maggie Lynch	Claire Caldwell	
Lisa Mancini	Tom Farris	**MIF TRUSTEE**
Bud McNaughton	Laura Gieben	Judy ?
Lynn Susoeff	Audra Knight	
	Audrey Knight	
	Larry Martin	
	Gayle Orr-Smith	
	Geoff Piller	
	Sabina Ubell	

Others: Jim ?; Linette ?, MIF Secretary?

EAP/PEER ASSISTANCE PROGRAM: Jeffery Gary
Task Force Participants: Larry Williams, Ray Antonio, Tom Farris, Ph.D., and Jeff Gary

Task Force Report outlined accomplishments in each of the following areas:

- Streamlined EAP/Peer Assistance RFP Process
- Resolved problems with payment to Claremont
- Improved coordination with employee services
- Established MUNI internal oversight of peer assistance
- Worked on new space for Peer Assistance
- Drafted plan for On-the-Scene Accident Response
- Identified funding needs

Areas that need to be addressed next:

1. Implement training for On-the-Scene Accident Response and Peer Assistance Programs, to include guidance on when to make a call and how to exercise good judgment under various types of situations. Training is needed for:
   - Inspectors
   - Dispatcher
   - Union Chairs
   - Maintenance
   - Station Agents
   - Operators

2. Resolve space issues

3. Complete and issue the RFP

4. Continue to oversee full implementation of Peer Assistance Program.
   Immediate needs include support for On-the-Scene Accident Response:
   - Arranging for designated vehicle
   - Providing mobile phone

5. Address resource issues so that adequate funding is available through 2003

AMBASSADOR TRAINING PROGRAM: Danny Beagle
Task Force Participants: Paul Lovette, Lynn Susoeff, Bud McNaughton, Arlene Eisen, Claire Caldwell, Danny Beagle, with assistance from training consultants Stir Fry and Knights and Associates

Task Force Report outlined findings and recommendations in each of the following areas:

- Curriculum: Current ambassador training can be modified to address all training goals and targets by adding material on wellness promotion, injury and accident reduction, and language skill development for customer service. With the recommended adjustments to the current modules, the additional material can be added without lengthening the total training time.
- Evaluation: Utilize Labor-Management observation, questionnaires, surveys and focus groups, and data generated by MUNI and MIF to measure effectiveness of training.
- Organizational: The current training program offers several opportunities to increase communication between program participants and the MUNI and MIF organizations, including:
  - Bringing forward employee input on recommended values for MUNI to the MVV process
  - Bringing forward issues, concerns, and recommendations for improving MUNI that are brought up in classes, and, in return, providing feedback to participants regarding progress on these issues and recommendations
  - Having more systematic communication between facilitators, MIF and MUNI to keep on top of MUNI issues and needs
- Integration of Ambassador Training Program into MUNI Safety and Training Division: MUNI has begun the process for hiring senior instructors to deliver the Ambassador Training Program. MIF and MUNI agree that this position ought to be a promotional opportunity for current MUNI staff and recommend steps be taken to help MUNI staff qualify for the position.
- Accountability: The Muni Improvement Fund and its Ambassador Program remain joint programs, under the supervision of the Board of Trustees of the MIF, with:
  - Hiring all personnel to implement the Ambassador Program subject to the participation, review and approval of MIF
  - Changes or adjustments in the curriculum subject to the participation, review and approval of MIF
  - Board of Trustees of MIF receiving periodic updates on the operation of the Ambassador Program

- Participation: Target for participation should remain at 20-25 per class, with various units represented, including Operators, Street operations, Maintenance, Dispatchers, Trainers, Central Control, Station Agents, Management, and other divisions, such as finance and HR.

Issues raised during discussion of Task Force report:

- Organizational:
  - How to effectively track and communicate issues and recommendations participants offer during training, and provide feedback on what happens to the issues and recommendations
- Integration of Ambassador Training Program into MUNI Safety and Training Division:
  - MIF involvement in hiring process – how to ensure involvement and meet address any possible legal issues
  - There was discussion about the number of people to hire. Rather than trying to specify the correct number of people, there was overall consensus that it was necessary to hire sufficient personnel to sustain the program.
- Participation:
  - Concern about the organization being able to support the current delivery structure of sequential modules provided in 6 days of training done over a spread of time
    - Right now the cost of training is too high for the number of participants going through
    - When training is done in-house, some of the cost pressures may be reduced
  - Current problems/constraints in achieving participation goals:
    - Budget constraints on operations – overtime
    - Scheduling, given the sequencing of modules – sending people at the right time, and unclear information about sequence numbers associated with posted dates
    - Sign-up glitches
    - Being able to schedule the number of representatives from various units as recommended, given the small number of total people in certain departments
  - Suggestions for increasing participation:
    - Consider training new hires either before they start, or within first 6 months
      - There were differing opinions about the pros and cons of training new hires before they start: Mixing new and seasoned employees in the training is good; Training before employees start could help in preventing problems and enhancing coping skills
    - Include people out on Workers Comp (about 250 people), and people on light duty
    - Consider reducing the expected number of people to be trained within one year, making it easier to reach goal
    - Consider ways to reduce training time, adding more flexibility to sequencing requirements, and/or conducting total training within one 5-day period
    - Question raised: How does reducing days get more people into a given class?

FRIENDS OF MUNI/DESTINATIONS: Gayle Orr-Smith
Task Force Participants: Alicia Fletcher, Maggie Lynch, Danny Beagle, Gayle Orr-Smith, with Larry Martin and Enid Lim attending the initial meeting

Task Force Report outlined findings and recommendations in each of the following areas:

- Purpose of Friends of MUNI is to create a bond between the operator and the rider through positive interaction and communication focused on providing sale, reliable public transit service
- To carry out this purpose, the task force identified the following projects/initiative for implementation, listed in priority:
  - Pilot a division "open house" that brings riders and operators together to build a positive and mutually supportive relationship. Hold event in August at Woods division. Expected attendees are operators, division employees and their families, area residents, businesses, and riders.
  - Pilot "In School Youth Rider Education Program" to create a bond between operators and school age youth, and educate young riders about safety and courtesy.
  - Adult Rider Education Program focused on how to use MUNI safely and courteously. Friends of Muni groups will participate in the development of materials from the riders' perspective, in partnership with MUNI's marketing department.
  - Crime prevention/community policing project piloted on the Ambassador bus lines to train riders to be the eyes and ears of the police in identifying crime on MUNI.
  - A series of MIF program posters to promote awareness and employee participation in MIF programs. Posters will feature material from the Ambassador Training Program, such as stress management tips, conflict resolution tips, healthy eating tips, as well as crime prevention.
  - Musical Ambassadors of good will, the MUNI Transfers – a singing group of MUNI employees organized to promote good will and positive communication between riders and operators, and to educate passengers about how to use MUNI safely. (Outside source of funding is being sought.)
- Conduct community outreach, utilizing the expertise of Maxwell Burton.
- Publish Destinations newsletter on a bi-monthly basis, beginning with the July/August 2001 edition. An expanded external distribution plan is being developed.

Issues raised during discussion of Task Force report:

- Open House Event:
  - Questions about overlap with other MUNI community programs and general effectiveness
    - Strong belief that this type of event was a good start to reinforcing importance of building relationships between riders and operators
    - There was some concern about effectiveness given current contradiction in how operators are assigned to lines which does not support familiarity with riders
  - Consensus reached about holding event as joint MIF/MUNI program, in conjunction with opening of Woods division, with emphasis on importance of relationships between riders and operators. Reflect combined effort, combined goals, with operators providing stakeholder input
- Student and Adult ridership programs: Strong support to implement as soon as possible
  - Involve youth in designing program
  - Talk to Mayor's Youth Commission

- Look to the industry

MUNI/MIF RELATIONSHIP DISCUSSION

What is happening now – progress since January:

- Shirley and Jim are on MIF Board
- There is regular and involved MUNI attendance at the bi-weekly MIF Executive Staff meeting
- Task Forces are active and very positive

What needs improvement:

- Need more operations involvement MIF Executive Staff meetings
- Need lists of issues from management side brought to MIF Executive Staff meetings
- Need more integration, joint ownership between MUNI and MIF

Optimal MUNI/MIF interaction:

- There would be more sharing between groups about each other's activities, with collaboration, non-duplication, and effective use of each other's resources
- Demonstrate habits of collaboration – think about who is affected by actions being taken and include those parties in discussions
- Enhanced communication exchange – think about who needs to know about information being discussed and arrange for appropriate communication

Suggestions for enhancing relationship:

- Utilize MUNI intranet as possible for communicating information
- Consider ropes course, river rafting, and other team building activities to build trust and bond

ACTION PLANS/NEXT STEPS

MUNI/MIF Relationship:

Action Steps	By When	Persons Involved
1. JLMB to meet and include MIF	June 30	Michael, Larry Martin, Larry Williams, Lisa, Ray, Claire
2. Include as agenda items at MIF Executive Staff Meetings Report from MUNI on community activities	ASAP – on-going bi-weekly	MIF Executive Staff
3. Include Friends of MUNI events on MUNI calendar	ASAP	Maggie Lynch
4. Include MIF in planning of MUNI Family Day	As of June 4th	Roberta Boomer

EAP/Peer Assistance Program:

Action Steps	By When	Persons Involved
1. Schedule inspector training	June 15	Sabina and Jeff
2. Complete review of training plan, materials and delivery	ASAP	Sabina, Arlene
3. Identify divisions and/or individuals who need training	ASAP	Sabina, Jeff, with consultants and trainers
4. Resolve space issues a. Define requirements and locate appropriate space	June 30	Larry Williams, Roberta, Jeff
5. Finalize and distribute RFP	June 8	Jeff
6. Oversee logistics of implementation	On-going	Task Force
7. Secure resources for 2002-03 fiscal year	Fall 2001	Task Force

Ambassador Training Program:

Action Steps	By When	Persons Involved
1. Create effective scheduling process for now and later a. Correct current problems related to signing up for sequential modules (Current information is not clearly relating training dates and module sequencing) b. Schedule manager drop-in for one hour during one of the training segments	June 30	Neville, Danny and Lisa
2. Develop mechanism for collecting, addressing and reporting back progress on suggestions	June 30	Task Force
3. Review Ambassador Training program and suggest ways to address scheduling constraints	June 30	Consultants, Lisa, Danny
4. Start scheduling light duty and workers comp staff for training	ASAP	Jeff, Larry W., Ray and Danny
5. Follow-up on Task Force recommendations	June 30	JLMB

Friends of MUNI Program:

Action Steps	By When	Persons Involved
1. Plan Open House event as combined MUNI/MIF initiative	June 15	Task Force
2. Prepare implementation plan for Youth Rider Education Program	June 30	Task Force
3. Prepare implementation plan for Adult Rider Education Program	June 30	Task Force

ATTACHMENT # 2

TRANSIT CAREER LADDERS PARTNERSHIP

A Proposal by the
San Francisco Municipal Railway Improvement Fund
June 5, 2001

The San Francisco Muni Improvement Fund - in collaboration with the San Francisco Municipal Railway (Muni), the Transport Workers Union (TWU), City College of San Francisco and the Community Transportation Development Center - proposes to develop career ladder program at the SF Muni system. The Career Ladder Partnership combines two linked initiatives: Upgrading the SF Muni Training Department

1. Strengthening career ladder training and promotion opportunities for incumbent Muni employees

2. Entry level training for community members seeking Muni careers

This Career Ladders Partnership project is linked to a national Transit Technology/Skills Program of the national Transport Workers Union, AFL-CIO and the nonprofit Community Transportation Development Center with support from the US Department of Transportation. The Technology/Skills Program is developing union and labor-management initiatives to upgrade the skills of current transit employees and of community members newly entering the transit workforce to meet the changing needs of this critical and growing industry. The goal is to expand transit skill training opportunities and upgrade existing career ladders into effective skill escalators – helping incumbent workers and new hires to have access to real career development opportunities.

The Transit Technology/Skills Program will work initially with five transit systems and their unions to assess needs, develop curricula, and pilot-test such curricula with incumbent workers, and also to develop initial strategies to expand these educational and partnership activities in the community as a whole. The Center has chosen San Francisco Municipal Railway as a partner for such a pilot.

The Transit Career Ladder Partnership will bring the resources of the Center together with labor, management, community organizations and educational providers. The Center's resources, together with those of the SF Municipal Railway Improvement Fund, will be used to begin these projects. But additional funding is needed to bring them to fruition.

The Muni Improvement Fund (MIF) was established in 1996 in the Memorandum of Understanding between the City and County of San Francisco and Transport Workers Union Local 250-A. The MIF seeks to improve customer service and foster the health and safety of Muni employees by:

- giving operators the tools they need to more effectively manage the stress they face on the job--skills in communications, conflict resolution, cultural diversity and team-building;

- helping Muni develop a "culture of teamwork," encouraging employee input and resolution of problems at the divisions;.

- giving operators the support they need to deal with the inevitable psychological, emotional and social problems brought on by excessive stress;

- improving relationships between riders and operators by encouraging more frequent and effective communication.

The Ambassador Program, a component of the Muni Improvement Fund provides training to employees involved in delivering service to riders on designated Ambassador lines. Participants include operators, mechanics, central control, dispatchers, inspectors, station agents, union officers, supervisors and managers. The Ambassador Program provides training in customer service, communications, diversity, conflict resolution, team-building and stress management. Over 1100 employees--operators, mechanics, central control, street inspectors, station agents, dispatchers, supervisors and management--have taken at least one class.

1. Strengthening Career Ladder Training and Promotion Opportunities for Incumbent Muni Employees

Most Muni personnel do not believe that there are sufficient avenues for promotion within the system. Many therefore move into other fields, with other employers, in search of greater self-development.

Working with the San Francisco City College Transit Academy and other education providers, MIF would develop curricula and deliver training and other services to encourage such mobility up the career ladders that exist within the Muni system (see enclosed flow charts).

Such curricula would include:

- Basic management skills, basic transit management.
- Basic psychology, physiology, health and safety
- Occupation-specific skills and knowledge needed to pass civil service tests to move into the next rung on the occupational career ladders for each participant, such as:
    - Service technician, vehicle operator, vehicle mechanic, skilled trainer, and IT/telecom specialists
- Ambassador program training in customer relations and work team skills
- Entry-level, intermediate and advanced transit planning
- Basic test-taking skills

Support is need to:

- Develop and conduct an assessment of Muni skill and staffing needs, promotional opportunities, and existing skills of the current employees within Muni
- Develop curricula, as described above
- Recruit and train instructors to deliver curriculum

Conduct follow-up activities, program evaluation.

An early critical step will be to to develop the Partnership with all unions with employees at MUNI to assure a fully representative joint process.

2. Entry Level Training For Community Members Seeking Muni Careers

The San Francisco Municipal Railway remains short of qualified personnel in a many areas—especially operators and mechanics. This makes it extremely difficult for Muni to provide the mandated level of service, in a cost-effective manner. We propose, therefore, to reach into the community to develop a comprehensive recruitment, education and training process. We believe this can and should be developed in concert with San Francisco City College's new Transit Academy, and other appropriate public education providers.

MIF would work with Muni to develop a publicity/education campaign to inform community organizations, schools, churches and other agencies about job openings and career paths at Muni

MIF would develop a pre-training process, whereby potential applicants would be informed in detail about jobs at Muni, responsibilities and requirements, pay and benefits, promotional opportunities, etc. This should include an assessment process that would screen unacceptable applicants and help direct applicants toward various departments and programs.

Interested and qualified applicants would move to the next step, a pre-entry training process that would prepare them to take entry-level exams. The curricula should include a pre-operations program and a pre-maintenance program. For those who pass the basic Muni exams, follow-up counseling and mentoring would be available, using current Muni personnel.

One example of such a career ladder might be as follows:

1) Recruit more broadly in the community for entry level workers

2) Interested, successful recruits would be trained as Automotive Service Workers, which involves gas, oil, lube and other basic maintenance

3) Interested and successful employees would then move into the mechanics apprenticeship program, which would qualify them for high level mechanic classifications.

Funding is needed to

- Conduct a workforce needs assessment and community survey.
- Develop and implement a public information outreach campaign
- Develop and implement the "pre-training" program, to be housed at and administered by San Francisco City College.

Upgrading the SF Muni Training Department

If the Career Ladder Partnership is to become a permanent part of the Muni culture, it must be brought in-house—that is, it must become part of the standard Muni training curriculum for new hires, from car cleaners to managers. It must also become part of all supervisory and other in-house training programs, including the refresher courses provided for current operators.

The current training department, however, is not prepared to deliver this material. The staff has no training in delivering this sort of material. At the same time, they have their hands full simply preparing new operators to operate Muni vehicles.

The Transit Skills Partnership proposes, therefore, to develop a career ladder process in the Muni Training Department. Muni has already begun the process of establishing a new "senior trainer" curriculum. Current trainers could qualify for this position, as well as non-Muni personnel. In both cases, a "train-the-trainer" process is necessary to upgrade current trainers, to qualify them for "professional trainer" positions and, in general, to create a career ladder which would create a core of professional trainers inside Muni. This would in turn open up more positions for current operators to move into the training position as currently defined, training new hires to operate vehicles on the streets of San Francisco.

Support is needed to:

- Develop a train-the-trainer curriculum.
- Recruit highly skilled instructors to deliver the curriculum to the senior trainers as well as to members of the current training department
- Supervise and evaluate trainers who deliver the Ambassador Program

- **Connecting with the TWU National Technology/Skills Program and the San Francisco City College Transit Academy**

Present training opportunities for mass transit are disconnected and uncoordinated. This project aims both to upgrade them and connect them with each other.

Beyond drawing on the experience of other transit systems through the TWU's national Technology/Skills Program, the Muni Improvement Fund is working with the City College of San Francisco and a consortium of community colleges that are currently developing a Bay Area Transit Academy focused on new skills for new transit technologies. Transit unions and management, specifically Muni and TWU, are working with these colleges to build a labor-management structure that makes sure that the principal industry stakeholders are fully involved. The Transit Academy is a natural partner for the transit systems and unions in providing custom-made education and training opportunities to help advance the careers of current transit employees and community members entering the transit industry.

The four initiatives in this proposal represent a first step in building this broader career ladder program for transit workers and members of the communities they serve.

CLAREMONT
BEHAVIORAL SERVICES

Municipal Railway Improvement Fund EAP Report

Submitted by: Claremont Behavioral Services
June 26, 2001

Dates of Service: July 1, 2000 through June 19, 2001

Total Number of Cases: 166

Presenting Problems	Number of Cases
Marital / Family	13
Child	7
Non-Family Relationship	3
Substance Abuse	18
Emotional	22
General Stress	8
Work Stress	43
Information/Referral	1
Medical	2
Legal	37
Financial	6
Dependent Care	0
Management/Union Consultation	6

Referral Source	Number of Cases
Peer Assistants	98
Self	43
Management	20
Union	3
Family Member	2

Payment of Claremont
Claremont has still not been paid for Operators since June, 2000.

EAP Utilization Data from July 1, 1999 through June 19, 2000
From July 1, 1999 through June 19, 2000 there were 185 Operators seen through the EAP. Thus, utilization has been fairly consistent over the past two years.

CLAREMONT
BEHAVIORAL SERVICES

PEER ASSISTANCE PROGRAM REPORT
Submitted To: Municipal Railway Improvement Fund
June 26, 2001

Service Dates: May, 2001

Number of New Clients: 9

Number of Promotional Presentations:

Forum	*Number of Presentations*
Divisional Operator of the Month	6
New Operator Graduations	1
Maintenance/VTT	2
Divisional Site Visits (6 am – 6 pm)	6
Ambassador Training Presentations	1

Comparison of PAP Utilization in 2000
In May of 2000, there were 14 new clients accessing the Peer Assistance Program, compared with 9 new clients during the current year.

AMBASSADOR

VOLUME 3, NO. 1 PUBLISHED BY THE MUNI IMPROVEMENT FUND JUNE–JULY 2001

STRESSED OUT?

Here are some of the stress tips discussed in the Ambassador Training Program

Physical Activity
Start an individualized program of physical activity. Decide on a specific type, frequency and level of activity, and DO IT.

Nutrition
Eat a balanced diet. Avoid junk food. Drink plenty of water.

Relaxation:
There are many proven techniques you can use to relax during and after a stressful day. Choose one or two that work for you.

Take time for personal interests and hobbies. Listen to your body.

— Knight & Associates

The Ambassador Newsletter is Changing...

Many of you have urged the MIF to create a newsletter that is the voice of the operator. A paper that is an expression of your interests and concerns about the job of being a Muni Operator. In response to your request we are revamping this newsletter and we need your input to make it what you want. Over the next several weeks, the MIF public relations coordinator, Gayle Orr-Smith and her associate, Lori Sullivan will visit the divisions and elsewhere in the system, to talk with operators to find out what you would like to see in the "new" Ambassador newsletter.

...for the Better!

One of your suggestions that we've already adopted is the creation of a "Division Reporter". Each division will choose an operator or other employee to be the eyes and ears of their division and write an article that will be published in each bi-monthly edition of the Ambassador newsletter. The MIF is committed to making the new Ambassador newsletter a place where operators can speak for themselves.

The goal of the Ambassador newsletter is to provide an open communications forum for operators and other employees that work with the operator in providing service to our riders. Like the Ambassador Training Program, the newsletter will be a place where employees come together to build a better working relationship. We'll hear from dispatchers, street inspectors, maintenance personnel, station agents, clerical staff, management and operators as well, through articles from the division reporters. And in each edition, important information about the Ambassador Training Program will also be provided.

The new Ambassador newsletter will be published bi-monthly and will be packed with useful information. ***If you're interested in becoming a division reporter or would like to share your ideas for the revised Ambassador newsletter please write to:***

Ambassador Newsletter,
1508 Fillmore Street, Suite 211,
San Francisco, CA 94115

or email to heires@aol.com, or contact your Local 250A division representative.

Larry Martin
Chairperson, Municipal Railway Improvement Fund

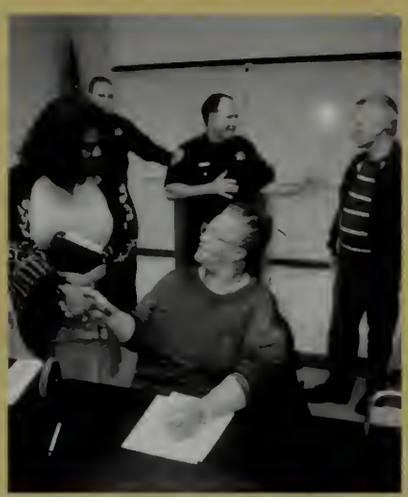
THE AMBASSADOR TRAINING PROGRAM

"Muni is completely committed to this program. Its for everyone–managers to operators."

Lisa Mancini
Chief Operating Officer

"The stress reduction techniques are what helped me the most."

Obie Wade
Operator,
Flynn Division



MIF Public Relations Coordinator, Gayle Orr-Smith with Western Addition FOM Group.

Friends of Muni Reaches Out to Riders

The Friends of Muni is a partnership between riders and employees working on service improvements, safety and other issues affecting riders.

The mission of the Friends of Muni Program is to create a network of neighborhood advisory committees involving riders, schools, police, community leaders and Muni personnel.

Four Friends of Muni groups have been organized. In the Western Addition, Hayes Valley Neighborhood Association, Northern Police Station's Community Relations and area resident members of the Senior Action Network (SAN) are working on service improvements, route changes and safety concerns.

As a result of FOM activities in the Western Addition, a much-needed Limited bus stop has been established on the #38L at Laguna & Geary. The extra stop was needed by seniors who find it hard to get up the hill to Gough to catch the 38L.

In the Bayview Hunter's Point Area, riders are addressing service and safety concerns on the #54 Line. Safety is also a concern for the FOM group in the Mission District. Muni security and the SFPD Muni Detail are working with the FOM on these issues.

PEER ASSISTANCE PROGRAM

the first step

The Peer Assistance Program is the first step for Muni employees and family members seeking confidential solutions to personal or other life problems.

The Muni Peer Assistants include from left, Lee Butler, Deborah Woodley, Milagros Roberts, and Thomas Warren.

These can include acute or chronic stress, financial difficulties, emotional conflicts, marital and family difficulties, substance abuse or other problems.

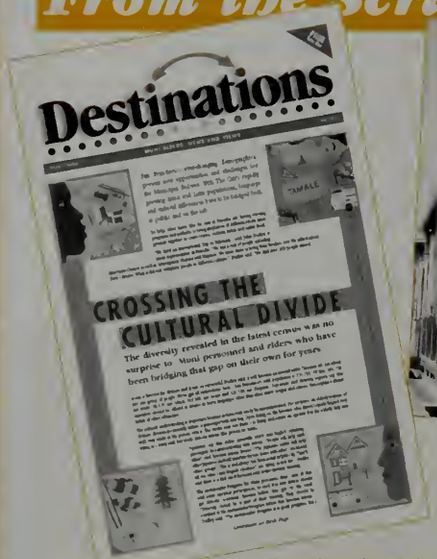
The Peer Assistants are active MUNI employees who have received special training to develop the skills necessary to assist you and your special needs. A Peer Assistant will help you develop a step-by-step plan and remain available for any assistance that you may require.

The Peer Assistance Program is the first step in contacting the MUNI Employee Assistance Program (EAP), with a broad range of free or affordable services. A Peer Assistant is available 24 hours a day, 7 days a week to answer your call and arrange for a confidential assessment, referral, and/or follow-up services.

Over 150 MUNI employees used the Peer Assistance Program last year. The Program is here to assist MUNI employees and their immediate family members to live and work safely, healthy and maintain a manageable quality of life.

24/7 415-923-6364

From the Scrapbook



Destinations is a rider focused monthly newspaper published by the MIF and distributed on coaches.

The Muni Transfers are 5 volunteer operators, inspectors and others organized by the Friends of Muni. Rehearsing twice a week on their own time, they have developed songs that teach safety and cooperation on Muni. They perform at community and Muni events.

The Ambassador Training Program

Trainer Audra Knight (right) with Ambassador trainees.

The Ambassador Training Program provides six all-day classes for Muni employees.

These classes include: **Communication • Conflict Resolution • Diversity Team Building • Stress Management**

Participants include anyone directly involved in providing service to the public — operators, mechanics, station agents, inspectors, dispatchers, trainers, car cleaners, central control and managers.

Be prepared to participate — their are no lectures. Each class is a mix of discussion, role-playing, exercises and other activities. The classes give you the tools and skills to deal with common situations at Muni — angry riders, unhappy co-workers, or just the routine stress of the job.

At the conclusion of the classes, participants are asked to come up with their own suggestions for how Muni could be changed and improved.

THE AMBASSADOR TRAINERS

Knight & Associates bring stress management and diversity training to the Ambassador Program. Based in Oakland, the Knights have also worked with AC Transit and BART.

StirFry Seminars is a nationally known company specializing in diversity, conflict management and organizational development training. They've provided similar training for AT&T, Xerox, American Express and the YWCA.

StirFry trainer Reanne Young-Sorge with participants

Ambassador Training participants work on class assignments as a team.

CLASS NOTES

"The fact that everyone's in the same room is what's important."

Kenneth Sopp
Mointenonce Supervisor

"This can really improve communication between Central Control and the Operator."

Dennis Hooper
Central Control

"The classes really help you deal with the stress of being out there every day."

Ginger Fail, Operator
Potrero Division

One City, Many Languages

Stressed out by the wide variety of cultures and attitudes you find on a Muni coach? Relax—you're not alone.

Here is what works

- Recognize and accept that you will be around different types of people and cultures, some of which may be totally unfamiliar to you.
- There is no way for you to understand everyone's language and culture but there are ways in which you can get help.
- If you operate the same lines regularly be aware of the different cultural backgrounds represented.
- Don't lump people together. Asian people can be Chinese, Thai, Cambodian, Hmong, Indian, Filipino, or Vietnamese, just to name a few. The same goes for Latino/Hispanic people who may be from Mexico, Guatamala, El Salavador or other areas.
- If someone on your vehicle needs directions or help and you don't understand their language, ask the other passengers. There is a good chance someone else will be able to translate.
- Remember that simply talking louder doesn't usually help.
- Don't take it personally.

— *StirFry Seminars*

AMBASSADOR PROGRAM PARTICIPANTS TALK ABOUT IMPROVING SERVICE

At the conclusion of every Ambassador class, participants are asked for their suggestions about how service and morale can be improved on the system.

Here is a summary of recent suggestions:

Educate the public on how to ride the bus.

Review the PSR system and evaluate its effectiveness.

Establish realistic schedules.

More bus lanes.

Improve communications between operators and central.

Annual refresher training and review of the rulebook.

More rest rooms.

More positive recognition for employees.

Repave yards, replace old equipment.

Increase police protection.

Expedite accident hearings.

What is the MIF?

Here are the programs of the MIF:

The Ambassador Newsletter A bi-monthly newsletter, providing an open communications forum for operators and other employees that work with the operator in providing service to Muni riders.

The Ambassador Program Trainers provide skills in stress management, diversity, conflict resolution and team-building.

The Friends of Muni Program Riders and Muni employees meet in the community to hear each others' side of the story and take action together to provide better service.

The Peer Assistance Program Other Muni employees can help you with stress-related problems — family issues, money management, legal problems, alcohol/drug problems, etc.

Destinations Newsletter A rider focused monthly newsletter providing an open communications forum for riders, employees, and management. Our focus is on solutions and collective aspirations, rider education, and acknowledging challenges.

Larry Martin
Chairperson, MIF

The Municipal Railway Improvement Fund belongs to you. It is a joint labor management agreement written into the contract between Transport Workers Union Local 250-A and the City of San Francisco.

The programs of the MIF are designed to help Muni provide better service by supporting the operator and other employees who make Muni work, and by creating a better understanding between the rider and the operator.

The Muni Improvement Fund programs don't work without your participation and support. Make sure you are assigned to attend Ambassador classes. Make sure that the Destinations newsletter is on your bus.

Check with your Local 250-A Chairperson about participating in an upcoming Friends of Muni meeting. And remember that the Peer Assistants are here for you if you need help or referral information.

Questions? You can reach the Muni Improvement Fund at 415-440-8619, or visit our web site at www.improvemuni.org

SF
M87
#2
5/26/01

revised

MINUTES OF THE
MUNICIPAL RAILWAY IMPROVEMENT FUND
REGULAR MEETING
TUESDAY, JUNE 26, 2001
CROWN PLAZA UNION SQUARE
480 Sutter Street
San Francisco, CA
Cable Car Room – Mezzanine
3:30 p.m.

PRESENT: Madden (Acting Chairperson), Antonio (T), Daly (T), C. Caldwell, Teichman (A), and Hatch (A)

ABSENT: Martin (T), Gourdine (A), Black (A), Bourgart (T) and Lum (A)

STAFF IN ATTENDANCE: Geoffrey Piller, Board Secretary
Danny Beagle, Program Coordinator
Jacqueline Morante, Staff

ALSO IN ATTENDANCE: Gayle Orr-Smith, Heiress Consulting
Lori Sullivan, Heiress Consulting
Maxwell Burton, Heiress Consulting
Sabina Ubell, Claremont Behavioral Services

(1) **CALL TO ORDER** – Acting Chairman Madden called the June 26, 2001 Municipal Railway Improvement Fund regular meeting to order.

(2) **ROLL CALL WAS CONDUCTED.**

(3) **MINUTES OF MAY 22, 2001 -** Acting Chairman Madden asked the Board to review the minutes of the Municipal Railway Improvement Fund Board of Trustees regular meeting of June 26, 2001 . After review, **a Motion was made, seconded, and carried to** approve the Minutes of the May 22, 2001 Board of Trustees meeting, as presented.

Speaker: John Madden
Action: Approved
Ayes: J. Madden, R. Antonio, C. Caldwell, D. Daly, J. Teichman, and W. Hatch
Motion: 181
Public Comment: None

(4) **PUBLIC COMMENT -** None

(5) **ITEMS TO BE CONTINUED -** None

(6) PROGRAMS OF THE MUNICIPAL RAILWAY IMPROVEMENT FUND

(a) Program Management

In Board Secretary Geoffrey Piller's absence, Mr. Beagle presented Mr. Piller's letter to the Board of Trustees dated June 26, 2001, and the Coordinator's Report entitled "San Francisco Municipal Railway Improvement Fund" dated June 26, 2001.

i) Contracts for FY 2001-2002 with StirFry Seminars and Consulting, Knight & Associates, Beagle & Bleweiss Communication & Consulting, TWU Local 250-A, and Beeson Tayer & Bodine.

Mr. Beagle reviewed Mr. Piller's letter to the Board of Trustees dated June 26, 2001 concerning amendment of the contracts for StirFry Seminars and Consulting, Knight & Associates, Beagle & Bleiweiss Communications & Consulting, TWU Local 250-A, and Beeson, Tayer, & Bodine extending their term through FY 2001-2002. He noted that the letter states that the City Attorney's Office considers the MTA's authority with regard to purchasing to extend to MUNI purchases only and because the Municipal Railway Improvement Fund is a separately constituted entity not under MUNI's direction or control, the Purchasing Department retains authority over Fund contracts. After discussion, **a Motion was made, seconded, and carried to** accept the Board Secretary's report as presented by Mr. Beagle.

Speaker: Danny Beagle
Action: Approved
Ayes: J. Madden, R. Antonio, C. Caldwell, D. Daly, J. Teichman, and W. Hatch
Motion: 182
Public Comment: None

ii) 2001 – 2002 Claremont Agreement

Mr. Beagle reported on Mr. Piller's behalf that the City Purchasing Department has approved the extention of the Claremont Agreement for the EAP and PAP for July 1, 2001 through June 30, 2001. Upon his arrival at the meeting Mr. Piller stated that because Muni is still in the process of completing the joint request for proposal for EAP/PAP services the Contract with Claremont should be extended from July through December 2001. After discussion, **a Motion was made, seconded, and carried to** extend the Claremont Agreement for July 1, 2001 through December 31, 2001.

Speaker: Danny Beagle, Judith Teichman, and Ray Antonio
Action: Approved
Ayes: J. Madden, R. Antonio, C. Caldwell, D. Daly, J. Teichman, and W. Hatch
Motion: 183
Public Comment: None

iii) Report on Muni/MIF Retreat, May 29, 2001

Mr. Beagle noted that the second MUNI/MIF Retreat that was held on May 29, 2001 was very successful appears to have resulted in greater Muni involvement and integration in MIF programs.

iv) Grant Proposals: California State Employment Development Department

Mr. Beagle reported that he, Chairman Martin, and Trustee Ray Antonio attended the AFL-CIO's Working in America Institute in San Jose on April 22-24, 2001, a conference designed to help unions and their partners write and obtain grants to develop training curricula, pilot programs, etc. Mr. Beagle also reported that he met several times with Messrs. Martin, Antonio, and Brian Turner to develop funding for projects. Future meeting will be held to discuss Municipal Railway Improvement Fund grant proposals with the Department of Employment Development, California Labor Federation, MUNI, MTC staff, transit unions, and staff at SF City College.

Speaker: Danny Beagle, John Madden, and Ray Antonio
Action: None
Ayes: None
Motion: None

b) Ambassador Training Program

i) Attendance and Participation

Mr. Beagle reported that he has met with Muni Operations Manager Lisa Mancini regarding attendance and participation in the Ambassador Training Program. The Ambassador Task Force is in the process of adopting the curriculum to improve scheduling process, and collecting and addressing progress on suggestions, and scheduling operators on light duty. Trustee Teichman suggested that Mr. Beagle continue to involve Muni Operations Management in the resolution of scheduling training attendance problems.

Speaker: Danny Beagle and Judith Teichman
Action: None
Motion: None
Public Comment: None

ii) Retreat Follow-up

After discussion of the Ambassadors Program – related issues covered at the retreat Mr. Beagle stated that the next Ambassadors Program retreat follow up would be conducted on June 30, 2001.

Speaker: Danny Beagle and Judith Teichman
Action: None
Motion: None
Public Comment: None

iii) Ambassador Newsletter

Mr. Beagle reported that the June-July 2001 "Ambassador" newsletter would be ready for distribution by next week. After discussion, **a Motion was made, seconded, and carried to** accept the report presented by Mr. Beagle.

Speaker: Danny Beagle
Action: Approved
Motion: 184
Ayes: J. Madden, R. Antonio, C. Caldwell, D. Daly, J. Teichman, and W. Hatch
Public Comment: None

c) Employee Assistance Program and Peer Assistance Program

Ms. Ubell distributed the "Municipal Railway Improvement Fund EAP Report" and "Peer Assistance Program Report" dated June 26, 2001 and noted the following,

i) Employee Assistance Program Utilization

The total cases reviewed by the EAP: since 7/1/00 through 6/19/01; 166

ii) Peer Assistance Program

The total number of referrals since 7/1/00 through 6/19/01; 185

iii) EAP/PAP Joint Request for Proposal with Muni

Ms. Ubell reported that she has developed a trauma response training program and Tier I training would begin on July 2, 2001. Ms. Ubell also reported that she is working with Muni to create a trauma response program policy for the EAP/PAP.

Ms. Ubell also reported that the Employee Assistance and Peer Assistance Programs are still housed in the same location and are sorely in need of a new office location which will accommodate privacy-related concerns. Trustee Teichman suggested that Ms. Ubell contact MTA Board Secretary Roberta Boomer regarding this issue. After discussion, **a Motion was made, seconded, and carried to** accept Claremont's report as presented by Ms. Ubell.

Speaker: Sabina Ubell, Judith Teichman, Geoffrey Piller, and Ray Antonio
Action: Approved
Ayes: J. Madden, R. Antonio, C. Caldwell, D. Daly, J. Teichman, and W. Hatch
Motion: 185
Public Comment: None

d) Friends of Muni/Destinations

i) Friends Group

Ms. Orr-Smith reported that the Friends of MUNI task force has met and discussed future plans for the Youth and Adult Rider Education Programs. Ms. Orr-Smith stated that two events would take place on September 8, 2001;

Friends of Muni at 11:00 a.m. and that the MIF/MUNI open house at Woods Division would begin at 11:30 a.m.

Speaker: Gayle Orr-Smith
Action: None
Motion: None
Public Comment: None

ii) **Destinations**

Ms. Orr-Smith stated that she will continue working with Mr. Maxwell Burton and Mr. Fred Stevens in distributing the Destinations newsletter.

Speaker: Gayle Orr-Smith
Action: None
Motion: None
Public Comment: None

iii) **Other**

Ms. Orr-Smith distributed the Ambassador Newsletter and stated that she was editing changes to the newsletter and posters and reported that Mr. Burton continues to develop a community outreach plan for the riding public.

Speaker: Gayle Orr-Smith, John Madden and Daniel Daly.
Action: None
Motion: None
Public Comment: None

iv) **Retreat Follow Up**

Ms. Orr-Smith stated that Friends Task Force follow up would be held on June 30, 2001. After discussion, **a Motion was made, seconded, and carried to** accept the report, as presented by Ms. Orr-Smith.

Speaker: Gayle Orr-Smith
Action: Approved
Motion: 186
Ayes: J. Madden, R. Antonio, C. Caldwell, D. Daly, J. Teichman, and W. Hatch
Public Comment: None

(8) **Adjournment:** There being no further business the meeting was adjourned at 5:00 p.m.

Respectfully submitted by:
Geoffrey Piller, Board Secretary

GP:jm

jm opeiu 3 afl cio142

NOTICE OF REGULAR MEETING AND AGENDA
FOR THE
MUNICIPAL RAILWAY IMPROVEMENT FUND
TUESDAY, JULY 24, 2001
3:30 P.M.
CROWNE PLAZA UNION SQUARE
480 Sutter Street, San Francisco
Cable Car Room – Mezzanine

(1) **CALL TO ORDER**

(2) **ROLL CALL**

(3) **MIF MINUTES OF JUNE 26, 2001 MIF REGULAR MEETING** – Review of Minutes and action as required.

(4) **PUBLIC COMMENT** - At this time, members of the public may address the Fund on items of interest to the public that are within the subject matter jurisdiction of the Fund, except agenda items. With respect to agenda items, your opportunity to address the Fund will be afforded when the item is reached in the meeting, with one exception. When the agenda item has already been reviewed in a public hearing at which members of the public were allowed to testify and the Fund has closed public hearing, your opportunity to address the Fund must be exercised during the Public Comment portion of the calendar. Each member of the public may address the Fund for up to three minutes. If it is demonstrated that comments by the public will exceed 15 minutes, the Chairperson or Vice-Chairperson may continue Public comment to another time during the meeting.

(5) **ITEMS TO BE CONTINUED**

(6) **PROGRAMS OF THE MUNICIPAL RAILWAY IMPROVEMENT FUND**

a) **Program Management**
- i) Extension of Contracts for FY 2001-2002 with,
  - ♦ StirFry Seminars and Consulting – Action as required.
  - ♦ Knight & Associates – Action as required
  - ♦ Beagle & Bleiweiss Communications & Consulting – Action as required.
  - ♦ TWU Local 250-A – Action as required.
  - ♦ Beeson, Tayer, & Bodine – Action as required.
- ii) Extension of Claremont Behavioral Health Service Contract for July 1 to December 31, 2001 – Action as required.
- iii) Grant Proposal: California State Employment Development Department update – Action as required.

b) **Ambassador Training Program**
- i) Attendance and Participation update– Action as required.
- ii) Retreat follow-up – Acton as required.

c) **Employee Assistance and Peer Assistance Program**
- i) EAP Report – Action as required.
- ii) PAP Report – Action as required.
- iii) EAP/PAP Joint Request for Proposal with Muni– Action as required.
- iv) Muni Employee/Family Health Day – Action as required.

d) **Friends of Muni/Destinations**
- i) Woods Division Open House update – Action as required.
- ii) Destinations update – Action as required.

(7) **ADJOURNMENT**

NOTICE OF REGULAR MEETING AND AGENDA
FOR THE
MUNICIPAL RAILWAY IMPROVEMENT FUND
TUESDAY, JULY 24, 2001
3:30 P.M.
CROWNE PLAZA UNION SQUARE
480 Sutter Street, San Francisco
Cable Car Room – Mezzanine

NOTE - Items listed on this calendar will not be heard before the stated time.

ACCESSIBLE MEETING POLICY - Accessible seating for persons with disabilities (including those using wheelchairs) will be available. In order to assist the City's efforts to accommodate persons with severe allergies, environmental illnesses, multiple chemical sensitivity or related disabilities, attendees at public meetings are reminded that other attendees may be sensitive to various chemical based products. Please help the City accommodate these individuals.

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Rachel Amstine O'Hara, Clerk
City Hall, Room 362
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94102-4683
Office: (415) 554-6171
Fax: (415) 554-6177
Email: Rachel_AmstineO'Hara@ci.sf.ca.us

Copies of the Sunshine Ordinance can be obtained from the Clerk of the Sunshine Task Force, the San Francisco Public Library and on the City's website at www.ci.sf.ca.us.

The public may inspect documents referred to in this agenda from: Jacqueline Morante, Municipal Railway Improvement Fund, 1508 Fillmore Street, Suite 211, San Francisco, CA 94115, and you may also call (415) 440-6823.

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revised

MINUTES OF THE
MUNICIPAL RAILWAY IMPROVEMENT FUND
REGULAR MEETING
TUESDAY, JULY 24, 2001
CROWN PLAZA UNION SQUARE
480 Sutter Street
San Francisco, CA
Cable Car Room – Mezzanine
3:30 p.m.

PRESENT: L. Martin (Chairman), A. Gourdine (T), J. Bourgart (T), J. Madden (T), C. Caldwell (T), S. Black (A), J. Teichman (A), I. Lum (A), and W. Hatch (A)

ABSENT: R. Antonio(T), and D. Daly (A)

STAFF IN ATTENDANCE: Geoffrey Piller, Board Secretary
Danny Beagle, Program Coordinator
Jacqueline Morante, Staff

ALSO IN ATTENDANCE: Gayle Orr-Smith, Heiress Consulting
Lori Sullivan, Heiress Consulting
Burton Maxwell, MIF/FOM Community Organizer
Sabina Ubell, Claremont Behavioral Services
Tom Farris, Claremont Behavioral Health Services
Kathleen Sakelaris, S. F. Municipal Railway
Laura Gieben, StirFry Seminars & Consulting

(1) **CALL TO ORDER** – Chairman Martin called the July 24, 2001 Municipal Railway Improvement Fund regular meeting to order.

(2) **ROLL CALL WAS CONDUCTED.**

(3) **MINUTES OF June 26, 2001** - Chairman Martin asked the Board to review the minutes of the Municipal Railway Improvement Fund Board of Trustees regular meeting of June 26, 2001. After review, **a Motion was made, seconded, and carried** to accept the minutes with the following correction; amend item b) Ambassador Training Program, second sentence, to read as follows; "The Ambassador Task Force is in the process of adapting the curriculum to improve scheduling process, collecting and addressing suggestions on scheduling, and scheduling operators on light duty."

Speaker: Lawrence B. Martin, Judith Teichman, and Irwin Lum
Action: Approved
Ayes: L. Martin, A. Gourdine, T. Bourgart, C. Caldwell, J. Madden, S. Black, J. Teichman, W. Hatch, and I. Lum.
Motion: 187

Public Comment: None

(4) PUBLIC COMMENT - None

(5) ITEMS TO BE CONTINUED - None

(6) PROGRAMS OF THE MUNICIPAL RAILWAY IMPROVEMENT FUND

(a) Program Management

i) Contracts for FY 2001-2002 with StirFry Seminars & Consulting, Knight & Associates, Beagle & Bleiweiss Communications & Consulting, TWU Local 250-A, and Beeson Tayer & Bodine.

Board Secretary Piller reported that he has been working with the City Attorney's Office and the City Purchasing Department concerning the extension to the Fund's contracts with Beagle & Bleiweiss, Knight & Associates, StirFry Seminars & Consulting, TWU Local 250A, and Beeson, Tayer and Bodine for fiscal year 2001-2002. Mr. Piller stated that the City Attorney's Office has now authorized the extensions subject to modifications required by the Purchasing Department and encorporation of the new Minimum Wage and Health Care ordinances. He then reviewed each of the contracts as follows:

♦ **Beagle & Bleiweiss Communications**

After discussion, **a motion was made, seconded, and carried to** extend the Fund's contract with Beagle & Bleiweiss Communications and Consulting for an additional year beginning July 1, 2001 through June 30, 2002 and to authorize the Chairman and Treasurer Gourdine to sign the extension dated July 24, 2001 on behalf of the Board.

Speaker: Geoffrey Piller, Lawrence B. Martin, and Judith Teichman
Action: Approved
Ayes: L. Martin, A. Gourdine, T. Bourgart, J. Madden, S. Black, J. Teichman, W. Hatch, C. Caldwell, and I. Lum.
Motion: 188
Public Comment: None

♦ **StirFry Seminars & Consulting**

After discussion, **a motion was made, seconded, and carried to** extend the Fund's contract with StirFry Seminars & Consulting for an additional year beginning July 1, 2001through June 30, 2002 and to authorize the Chairman and Treasurer to sign the extension dated July 24, 2001 on behalf of the Board.

Speaker: Geoffrey Piller, Lawrence B. Martin, Andrea Gourdine, Judith Teichman, John Madden, Jim Bourgart, Laura Gieben and Danny Beagle.
Action: Approved
Ayes: L. Martin, A. Gourdine, T. Bourgart, J. Madden, S. Black, J. Teichman, W. Hatch, C. Caldwell, and I. Lum.

Motion: 189
Public Comment: None

♦ **Knight & Associates**

After discussion, **a motion was made, seconded, and carried to** extend the Fund's contract with Knight & Associates for an additional year beginning July 1, 2001 through June 30, 2002, and to authorize the Chairman and Treasurer to sign the extension dated July 24, 2001 on behalf of the Board.

Speaker: Geoffrey Piller, Lawrence B. Martin, Andrea Gourdine, Judith Teichman, John Madden, Jim Bourgart, and Danny Beagle.
Action: Approved
Ayes: L. Martin, A. Gourdine, T. Bourgart, J. Madden, S. Black, J. Teichman, W. Hatch, C. Caldwell and I. Lum.
Motion: 190
Public Comment: None

♦ **TWU Local 250-A**

After discussion, **a motion was made, seconded, and carried to** extend the contract with TWU Local 250-A for an additional year beginning July 1, 2001 through June 30, 2002 and to authorize the Chairman and Treasurer to sign the extension dated July 24, 2001 on behalf of the Board.

Speaker: Geoffrey Piller, and Judith Teichman
Action: Approved
Ayes: L. Martin, A. Gourdine, T. Bourgart, J. Madden, S. Black, J. Teichman, W. Hatch, C. Caldwell, and I. Lum.
Motion: 191
Public Comment: None

♦ **Beeson, Tayer, & Bodine**

During discussion, Mr. Piller noted that the extension provides for an increase of $25.00 in the contract's hourly rate effective July 1, 2001. After discussion, **a motion was made, seconded, and carried to** approve the proposed increase in the hourly rate and to extend the Fund's contract with Beeson, Tayer, and Bodine for an additional year beginning July 1, 2001 through June 30, 2002 and to authorize the Chairman and Treasurer to sign the extension dated July 24, 2001 on behalf of the Board.

Speaker: Geoffrey Piller, Lawrence B. Martin, and Judith Teichman
Action: Approved
Ayes: L. Martin, A. Gourdine, T. Bourgart, J. Madden, S. Black, J. Teichman, W. Hatch, C. Caldwell, and I. Lum.
Motion: 192
Public Comment: None

ii) Extension of Claremont Behavioral Health Service Contract for July 1 to December 31, 2001.

Mr. Piller reported that the City Attorney's Office has authorized the extension of the

Claremont Agreement for the Employee Assistance and Peer Assistance Programs for six months beginning July 1, 2001 through December 31, 2001 in light of the delay in publication of the joint Muni/Fund request for proposal for EAP and PAP services. After discussion, **a Motion was made, seconded, and carried to** extend the Fund's contract with Claremont Behavioral Health Services for an additional six months beginning July 1 through December 31, 2001 and to authorize the Chairman and Treasurer to sign the extension dated July 24, 2001 on behalf of the Board.

Speaker: Geoffrey Piller, Lawrence B. Martin, and Judith Teichman
Action: Approved
Ayes: L. Martin, A. Gourdine, T. Bourgart, J. Madden, S. Black, J. Teichman, W. Hatch, C. Caldwell, and I. Lum.
Motion: 193
Public Comment: None

iii) Grant Proposals: California State Employment Development Department

Mr. Beagle presented a draft proposal by the Municipal Railway Improvement Fund entitled, "Transit Career Ladders Partnership." Mr. Beagle reported that the Municipal Railway Improvement Fund has been working with the California Labor Federation to attain a grant for the Municipal Railway Improvement Fund Programs and with MUNI, TWU, City College, EDD, and the Community Transportation Development Center to develop a pilot transit career ladder program. A series of career ladders has been developed for the purpose of training and promoting MUNI employees. Mr. Beagle stated that TWU, and MUNI would like to plan a demonstration of the pilot for purposes of obtaining the support and participation of the Employment Development, California Labor Federation, MUNI, MTC, transit unions, and SF City College. Mr. Beagle will present an update of this at the next Board meeting.

Speaker: Danny Beagle, Lawrence B. Martin, Jim Bourgart, John Madden, Andrea Gourdine and Shirley Breyer Black.
Motion: None
Public Comment: None

b) Ambassador Training Program

i) Attendance and Participation

Mr. Beagle reported that he MUNI Operations Manager Lisa Mancini have developed a plan to bring MUNI employees on light duty into the Ambassador Training Program. Mr. Beagle also stated that the average number of employees who have participated in the classes during the last month is between twelve and fifteen. A meeting of MUNI Management personnel, and TWU Chairpersons would be conducted on August 14, 2001 at the S. F. Municipal Railway Training Facility at Geary Boulevard. The purpose of this meeting is to improve scheduling, and scheduling operators on light duty to the Ambassador Training Program. After discussion, Trustee Caldwell asked the training contractors to report at the next meeting concerning the class attendance numbers and the Civil Service classifications of those attending the Ambassador Training Program.

Speaker: Danny Beagle, Lawrence B. Martin, Claire Caldwell, and Laura Gieben.
Motion: None
Public Comment: None

Messrs. Beagle and Martin introduced Kathleen Sakelaris to the Board as the new Muni liason to the Fund replacing Alicia Fletcher. Chairman Martin noted that Ms. Audrey Rice-Oliver has recently been named by General Manager Burns to coordinate Muni/Fund activities.
Speaker: Danny Beagle and Lawrence B. Martin
Motion: None
Public Comment: None

ii) Retreat Follow-up
Mr. Beagle reported that the June 30, 2001 retreat follow up meeting has resulted in a plan to begin a review of the Ambassador Training Program for the purpose of improving and modifying the program.
Speaker: Danny Beagle, Lawrence B. Martin, and Judith Teichman
Motion: None
Public Comment: None

After discussion, **a Motion was made, seconded, and carried to** approve the Coordinators report as presented by Mr. Beagle.
Speaker: Geoffrey Piller, Lawrence B. Martin, and Judith Teichman
Action: Approved
Ayes: L. Martin, A. Gourdine, T. Bourgart, J. Madden, S. Black, J. Teichman, W. Hatch, C. Caldwell, and I. Lum.
Motion: 194
Public Comment: None

c) Employee Assistance Program and Peer Assistance Program
Ms. Ubell distributed the "Municipal Railway Improvement Fund EAP Report" and "Peer Assistance Program Report" dated July 24, 2001 and noted the following,

i) Employee Assistance Program Utilization
The total cases reviewed by the EAP: July 1 through July 31, 2001; 170

ii) Peer Assistance Program
The total number of referrals: July 1 through July 31, 2001; 101

iii) EAP/PAP Joint Request for Proposal with Muni
Mr. Farris reported that Claremont has now received payment for Operators from July, 2000 through June, 2001 and the extension of the contract for July 1 through December 31, 2001 approved earlier in the meeting will allow time for completion of the RFP for a new EAP/PAP contract. Mr. Farris also reported that Claremont is now being notified of all traumatic incidents (accidents, assaults, etc.) and that the Peer

Assistants have begun an outreach program to inform Muni employees of the counseling services available. Ms. Ubell has proposed to conduct a trauma response training program for appropriate Muni personnel. Ms. Ubell began the Tier I training on July 2, 2001. Ms. Ubell was asked to, 1) contact Jeff Gary to discuss coordination of traumatic incident intervention; 2) Develop a Trauma Response protocol for discussion with Muni; 3) review Muni records related to work time lost and employee attrition related to traumatic incidents going back two to three years and to provide a report at the next meeting; and 4) schedule a meeting with Chairman Martin, and Trustee Antonio to review and discuss the problem areas that need to be addressed to General Manager Burns, and 5) schedule a meeting with Muni General Manager Burns to address traumatic incident response.

Speaker: Tom Farris, Sabina Ubell, Lawrence B. Martin, Judith Teichman, Shirley Breyer-Black, Andrea Gourdine, and Claire Caldwell.
Motion: None
Public Comment: None

iv) Muni Employee/Family Health Day

Mr. Beagle reported that Muni's Employee and Family Health Day is scheduled for September 8, 2001, and that Kaiser would conduct screening tests for high blood pressure at Muni division facilities on August 13, 2001.

Speaker: Danny Beagle
Motion: None
Public Comment: None

After discussions, **a Motion was made, seconded, and carried to** approve the EAP/PAP report as presented by Mr. Farris, and Ms. Ubell.

Speaker: Geoffrey Piller, Lawrence B. Martin, and Judith Teichman
Action: Approved
Ayes: L. Martin, A. Gourdine, T. Bourgart, J. Madden, S. Black, J. Teichman, W. Hatch, C. Caldwell, and I. Lum.
Motion: 195
Public Comment: None

d) Friends of Muni/Destinations

i) Woods Division Open House update

Ms. Gayle Orr-Smith reported that the Friends of Muni will host an Open House on September 8, 2001 at Woods Division from 10:00 a.m. to noon. Chairman Martin asked Ms. Orr-Smith to find rider and driver speakers for the events. Ms. Orr-Smith also reported that Mr. Burton Maxwell is making progress on community and church outreach, including an ecumenical breakfast event. Trustee Black noted that she would like to assist in making the breakfast include representatives of as many churches, synagogues and mosques as possible.

Ms. Orr-Smith and Ms. Sakaleris reviewed work with MTA Board Secretary Boomer and Supervisor Maxwell on the in School and Safety/Rap sessions and on Muni.

Speaker: Ms. Gayle Orr-Smith, Lawrence B. Martin, Andrea Gourdine, Shirley Breyer-Black, Sabina Ubell, Kathleen Sakaleris, and John Madden.
Motion: None
Public Comment: None

ii) Destinations

Ms. Orr-Smith reported that the size of "Destinations" has been changed to reduce the costs. Future editions of "Destinations" will be 8 ½" by 11. She also noted that the "Destinations" and "Ambassador" newsletter and posters would be distributed by mid August, 2001.

Speaker: Gayle Orr-Smith
Motion: None
Public Comment: None

After discussion, **a Motion was made, seconded, and carried to** approve the Friends of Muni report as presented by Ms. Orr-Smith.

Speaker: Lawrence B. Martin, Andrea Gourdine, and Judith Teichman
Action: Approved
Ayes: L. Martin, A. Gourdine, T. Bourgart, J. Madden, S. Black, J. Teichman, W. Hatch, C. Caldwell, and I. Lum.
Motion: 196
Public Comment: None

(8) **Adjournment:** There being no further business the meeting was adjourned at 5: 22p.m.

Respectfully submitted by:
Geoffrey Piller, Board Secretary

GP:jm

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NOTICE OF REGULAR MEETING AND AGENDA FOR THE MUNICIPAL RAILWAY IMPROVEMENT FUND

TUESDAY, AUGUST 28, 2001
3:30 P.M.
CROWNE PLAZA UNION SQUARE
480 Sutter Street, San Francisco
Cable Car Room – Mezzanine

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(1) **CALL TO ORDER**

(2) **ROLL CALL**

(3) **MIF MINUTES OF JULY 24, 2001 MIF REGULAR MEETING** – Review of Minutes and action as required.

(4) **PUBLIC COMMENT** - At this time, members of the public may address the Fund on items of interest to the public that are within the subject matter jurisdiction of the Fund, except agenda items. With respect to agenda items, your opportunity to address the Fund will be afforded when the item is reached in the meeting, with one exception. When the agenda item has already been reviewed in a public hearing at which members of the public were allowed to testify and the Fund has closed public hearing, your opportunity to address the Fund must be exercised during the Public Comment portion of the calendar. Each member of the public may address the Fund for up to three minutes. If it is demonstrated that comments by the public will exceed 15 minutes, the Chairperson or Vice-Chairperson may continue Public comment to another time during the meeting.

(5) **ITEMS TO BE CONTINUED**

(6) **PROGRAMS OF THE MUNICIPAL RAILWAY IMPROVEMENT FUND**

a) **Program Management**
   i) Grant Proposal: California State Employment Development Department – Action as required.

b) **Ambassador Training Program**
   i) Attendance and Participation update– Action as required.
   ii) Retreat follow-up – Acton as required.

c) **Employee Assistance and Peer Assistance Program**
   i) EAP Report – Action as required.
   ii) PAP Report – Action as required.
   iii) Traumatic Incident Intervention Program– Action as required.
   iv) Muni Employee/Family Health Day – Action as required.

d) **Friends of Muni/Destinations**
   i) Woods Division Open House update – Action as required.
   ii) Destinations update – Action as required.
   iii) Waller Press Contract – Action as required.

(7) **ADJOURNMENT**

NOTICE OF REGULAR MEETING AND AGENDA
FOR THE
MUNICIPAL RAILWAY IMPROVEMENT FUND
TUESDAY, AUGUST 28, 2001
3:30 P.M.
CROWNE PLAZA UNION SQUARE
480 Sutter Street, San Francisco
Cable Car Room – Mezzanine

NOTE - **Items listed on this calendar will not be heard before the stated time.**

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Coordinator's Report
Municipal Railway Improvement Fund
August 28 2001

6.a Program Management

i. Grant Proposal: An MIF team met with Michael Bernick, Director of the California Employment Development Department and his staff on August 9. The MIF group included Chairman Larry Martin, Danny Beagle and Audrey Rice-Oliver, special assistant to General Manager Michael Burns, and Brian Turner, Community Transportation Development Coalition. We have reached verbal agreement with EDD on a grant of approximately $500,000, to be awarded through the Governor's Discretionary Fund. This grant would cover a "career ladder" program that would provide training for incumbent workers in maintenance and operations. The program would be conducted in cooperation with San Francisco City colleges and with other Muni-related unions, including the International Association of Machinists, the International Brotherhood of Electrical Workers and the Service Employees International Union.

ii. San Francisco Muni Week: At the request of Supervisor Sophie Maxwell, the MIF is participating in the planning of "Muni" Week, beginning Monday, September 24. The purpose of Muni week is to celebrate the achievements and contributions of Muni and its employees to the quality of life of our community. Muni week will consist of several components, including visits to the divisions by Muni management and San Francisco community/political leaders, an exhibit and reception at City Hall, a hearing before the Board of Supervisors, and other events.

6. b. Ambassador Training Program

i. See attached

6.c. PAP/EAP Report

i. EAP Report—Action as required
ii. PAP Report—Action as required
iii. EAP/PAP Joint Request for Proposal with Muni—Action as Required
Muni Employee/Family Health Initiative. The Muni-Family Health Fair is scheduled for September 8, 12 noon to 4 p.m. at 700 Pennsylvania Avenue, at 700 Pennsylvania Avenue, in conjunction with the second annual Muni Family Day. Family Day, which drew approximately 700-1000 employees and their family members last year, consists of a barbecue and a series of exhibits. The Health Fair component will consist of a series of booths staffed by the various divisions along with specialists from the Department of Health, law enforcement agencies and other experts, such as the American Lung Association, the American Heart Association and

the America Diabetes Association. MIF will also have a booth at this event, staffed by the Friends of Muni, Knight and Associates and StirFry Seminars. The event has been publicized through the divisions by a series of flyers and posters, and the participation from the divisions has been excellent.

During the week of September 17, Kaiser Permanente will conduct blood pressure screenings at each division, as part of the MIF's ongoing Muni Family Health Initiative.

6.d. Friends of Muni/Destinations

i. Woods Division Open House-Update:

ii. Destinations-Update

CLAREMONT
BEHAVIORAL SERVICES

Municipal Railway Improvement Fund EAP Report

Submitted by: Claremont Behavioral Services
August 28, 2001

Dates of Service: July 1, 2001 through August 20, 2001

Total Number of Cases (Operators Only): 15

Presenting Problems	Number of Cases
Marital / Family	1
Child	0
Non-Family Relationship	0
Substance Abuse	2
Emotional	3
General Stress	0
Work Stress	4
Information/Referral	0
Medical	0
Legal	4
Financial	0
Dependent Care	0
Management/Union Consultation	0

Referral Source	Number of Cases
Peer Assistants	13
Self	1
Management	0
Union	0
Family Member	0

Trauma Response Program
Claremont met with senior MUNI management, as well as TWU Local 250-A representatives on August 21, 2001 to discuss implementation of a Trauma Response Program.

EAP Utilization Data from July 1, 1999 through June 19, 2000
From July 1, 1999 through June 19, 2000 there were 11 Operators seen through the EAP. It is too early to determine if there are any utilization changes during the current year.

CLAREMONT
BEHAVIORAL SERVICES

PEER ASSISTANCE PROGRAM REPORT
Submitted To: Municipal Railway Improvement Fund
August 28, 2001

This report compares Peer Assistance Program utilization data over the past three years. It is important to note that it includes only employees who are considered "cases," as opposed to "contacts." The Peer Assistants have approximately 200 – 250 "contacts" with MUNI employees per year. Since these employees do not wish to complete the formal intake process, and their request for assistance is relatively brief and straight-forward, they are not considered "cases." In the future, Claremont will be reporting on these client "contacts" as well as cases.

UTILIZATION

Year (July 1 – June 30)	Number of Cases
1998 - 1999	149
1999 – 2000	158
2000 - 2001	186

Comment: Utilization has been fairly consistent, with a steady increase. We attribute the increase to the sustained program publicity efforts and "word-of-mouth" among employees.

PROGRAM PROMOTION

	1998 – 1999	1999 – 2000	2000 - 2001
Site Visits	80	98	98
Operator of the Month	99	99	93
Graduations	11	11	14
VTT / Presentation	105	105	70
Ambassador Training Presentations	6	6	8

MINUTES OF THE
MUNICIPAL RAILWAY IMPROVEMENT FUND
REGULAR MEETING
TUESDAY, AUGUST 28, 2001
CROWN PLAZA UNION SQUARE
480 Sutter Street
San Francisco, CA
Cable Car Room – Mezzanine
3:30 p.m.

PRESENT: L. Martin (Chairman), J. Madden (A), R. Antonio (A), S. Black (A), D. Daly (T), and J. Teichman (A).

ABSENT: A. Gourdine (T), J. Bourgart (T), C. Caldwell (T), W. Hatch (A), and I. Lum (A).

STAFF IN ATTENDANCE: Danny Beagle, Program Coordinator
Jacqueline Morante, Staff

ALSO IN ATTENDANCE: Audrey Rice-Oliver, S. F. Municipal Railway
Burton Maxwell, MIF/FOM Community Organizer
Sabina Ubell, Claremont Behavioral Services
Audra Knight, Knight & Associates
Audrey Knight, Knight & Associates
Laura Gieben, StirFry Seminars & Consulting
Martha Johnson, S. F. Municipal Railway

(1) **CALL TO ORDER** – Chairman Martin called the August 28, 2001 Municipal Railway Improvement Fund regular meeting to order.

(2) **ROLL CALL WAS CONDUCTED.**

(3) **MINUTES OF July 24, 2001** - Chairman Martin asked the Board to review the minutes of the Municipal Railway Improvement Fund Board of Trustees regular meeting of July 24, 2001. After review, **a Motion was made, seconded, and carried** to accept the minutes of July 24, 2001 Board of Trustees regular meeting, as presented.

Speaker: Lawrence B. Martin, and Judith Teichman
Action: Approved
Ayes: L. Martin, J. Madden, S. Black, R. Antonio, J. Teichman, and D. Daly
Motion: 197
Public Comment: None

(4) **PUBLIC COMMENT** - None

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(5) ITEMS TO BE CONTINUED - None

(6) PROGRAMS OF THE MUNICIPAL RAILWAY IMPROVEMENT FUND

(a) Program Management

Mr. Beagle presented the "Coordinator's Report; Municipal Railway Improvement Fund" dated August 28, 2001, and discussed the following,

i) Grant Proposals: California State Employment Development Department

Mr. Beagle reported that the Fund representatives met with Mr. Michael Bernick, Director of the California State Employment Development Department on August 9, 2001. Mr. Bernick and his staff, stated that EDD intended to award a grant of $500,000.00 through the Governor's Discretionary Fund for the "Transit Career Ladders Partnership" Program. Mr. Beagle also reported that he is developing a draft proposal and budget for training entry-level management and incumbent workers in maintenance and operations. Mr. Beagle stated that he intended to submit an updated report at the next Board meeting.

ii) Appointment of Audrey Rice-Oliver

Mr. Beagle and Chairman Martin introduced and welcomed Ms. Audrey Rice-Oliver, as the newly designated liaison to the Fund for Muni General Manager Michael Burns. Ms. Rice-Oliver briefly described her new position and stated that she looked forward to working with the Board and its staff.

Speaker: Lawrence B. Martin, Danny Beagle, and Audrey Rice-Oliver.
Motion: None
Public Comment: None

iii) Muni Week

Mr. Beagle reported that Supervisor Sophie Maxwell has requested that the Fund participate in planning the "Muni Week" event starting Monday, September 24, 2001. The purpose for this event is to celebrate the achievements and contributions of Muni, and its employees.

Speaker: Lawrence B. Martin, Danny Beagle, and Audrey Rice-Oliver.
Motion: None
Public Comment: None

b) Ambassador Training Program

i) Attendance and Participation

Mr. Beagle reported that the Ambassador Training Program database is up to date and that he intends to review Ambassador Training Program attendance at the next Board meeting.

Speaker: Danny Beagle
Motion: None
Public Comment: None

c) **Employee Assistance Program and Peer Assistance Program**
Ms. Ubell distributed the "Municipal Railway Improvement Fund EAP Report" and "Peer Assistance Program Report" dated August 28, 2001 and noted the following,

i) Employee Assistance Program Utilization
The total cases reviewed by the EAP: July 1, 2001 through August 31, 2001; 15

ii) Peer Assistance Program
The total number of cases reviewed for the last three years is as follows:
1998 – 1999; 149
1999 – 2000; 158
2000 – 2001; 186
Speaker: Sabina Ubell
Motion: None
Public Comment: None

iii) Traumatic Incident Intervention Program
Ms. Ubell also reported that the trauma response training held on August 21, 2001 with operators, and TWU representatives was very well received and that she, Chairman Martin, and Trustee Caldwell reviewed and discussed a proposal on the development of a trauma response policy and program. After discussion, the proposal was presented to Muni Operations Manager Mancini and her staff for review. Ms. Mancini recommended adding trauma response to the EAP/PAP request for proposal so that the trauma response program can begin once the RFP is approved by Muni's Workers Compensation Department.
Speaker: Sabina Ubell
Motion: None
Public Comment: None

iv) Muni Employee/Family Health Day
Mr. Beagle stated that he presented a proposal to Muni for the joint EAP/PAP joint Employee and Family Health Day. The proposed kick off date is September 8, 2001, at 12 noon to 4:00 p.m. at 700 Pennsylvania Avenue. Mr. Beagle noted, that specialists from the Department of Health, Law enforcement agencies, American Lung Association, American Diabetes Association, MUNI, Municipal Railway Improvement Fund, and Transport Workers Union would staff booths for the event along with Local 250-A members and chairs.

Mr. Beagle also reported, that Kaiser Permanente has hired a subcontractor to conduct blood pressure screening tests for high blood pressure at Muni division facilities on September 17, 2001.
Speaker: Danny Beagle, Lawrence B. Martin, and Judith Teichman.
Motion: None
Public Comment: None

d) Friends of Muni/Destinations

i) Woods Division Open House update

Mr. Beagle and Mr. Burton Maxwell reported that the Friends of Muni would host an Open House/Reception on September 8, 2001 at Woods Division on 22nd and Indiana Street.

Speaker: Danny Beagle, Burton Maxwell, Judith Teichman, Ray Antonio, Lawrence B. Martin, and Shirley Black.
Motion: None
Public Comment: None

After discussion, **a Motion was made, seconded, and carried to** approve the Coordinator's, Claremont, and Friends of Muni reports, as presented.

Speaker: Lawrence B. Martin, Judith Teichman, and Daniel Daly
Action: Approved
Ayes: L. Martin, J. Madden, S. Black, R. Antonio, J. Teichman, and D. Daly.
Motion: 198
Public Comment: None

(8) **Adjournment:** There being no further business the meeting was adjourned at 5: 22p.m.

Respectfully submitted by:
Geoffrey Piller, Board Secretary

GP:jm

jm opeiu 3 afl cio142

NOTICE OF REGULAR MEETING AND AGENDA
FOR THE
MUNICIPAL RAILWAY IMPROVEMENT FUND
TUESDAY, SEPTEMBER 25, 2001
3:30 P.M.
CROWNE PLAZA UNION SQUARE
480 Sutter Street, San Francisco
City Suite Room – Mezzanine

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(1) CALL TO ORDER

(2) ROLL CALL

(3) MIF MINUTES OF AUGUST 28, 2001 MIF REGULAR MEETING – Review of Minutes and action as required.

(4) PUBLIC COMMENT - At this time, members of the public may address the Fund on items of interest to the public that are within the subject matter jurisdiction of the Fund, except agenda items. With respect to agenda items, your opportunity to address the Fund will be afforded when the item is reached in the meeting, with one exception. When the agenda item has already been reviewed in a public hearing at which members of the public were allowed to testify and the Fund has closed public hearing, your opportunity to address the Fund must be exercised during the Public Comment portion of the calendar. Each member of the public may address the Fund for up to three minutes. If it is demonstrated that comments by the public will exceed 15 minutes, the Chairperson or Vice-Chairperson may continue Public comment to another time during the meeting.

***(5)* ITEMS TO BE CONTINUED**

***(6)* PROGRAMS OF THE MUNICIPAL RAILWAY IMPROVEMENT FUND**

a) **Program Management**
- i) Grant Proposal: California State Employment Development Department – Action as required.
- ii) Proposed Waller Press contract for 2001-2002 fiscal year – Action as required.
- iii) Proposed Catering By Elaine Kratsas contract for 2001-2002 fiscal year – Action as required.

b) **Muni Employee/Family Health Initiative**
- i) Family Health Day – Action as required.
- ii) Family Health Initiative – Action as required.

c) **Ambassador Training Program**
- i) Attendance and Participation update– Action as required.
- ii) Ambassador Newsletter update – Action as required.

d) **Employee Assistance and Peer Assistance Program**
- i) EAP Report – Action as required.
- ii) PAP Report – Action as required.

d) **Friends of Muni/Destinations**
- i) Woods Division Open House.
- ii) Employee Appreciation Week – Action as required.
- iii) Destinations update – Action as required.

***(7)* ADJOURNMENT**

NOTICE OF REGULAR MEETING AND AGENDA
FOR THE
MUNICIPAL RAILWAY IMPROVEMENT FUND
TUESDAY, SEPTEMBER 25, 2001
3:30 P.M.
CROWNE PLAZA UNION SQUARE
480 Sutter Street, San Francisco
City Suite Room – Mezzanine

NOTE - Items listed on this calendar will not be heard before the stated time.

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San Francisco, CA 94102-4683
Office: (415) 554-6171
Fax: (415) 554-6177
Email: Rachel_AmstineO'Hara@ci.sf.ca.us

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Coordinator's Report
Municipal Railway Improvement Fund
August 28 2001

6.a Program Management

i. Grant Proposal: Attachment # 1, proposal to State of California Employment Development Department. . This grant will fund a "career ladder" program that will provide training for incumbent workers in maintenance and operations. The program would be conducted in cooperation with San Francisco City colleges and with other Muni-related unions, including the International Association of Machinists, the International Brotherhood of Electrical Workers and the Service Employees International Union.

ii. Proposed Waller Press contract for FY 2001-2001:

iii. Proposed Catering by Elaine contract for FY 2001-2002.

6. b. Muni Employee/Family Health Initiative

i. The first Muni Family/Employee Family Health Day was held September 8 in conjunction with Muni Family Day. The event was a great success. Some 3,000 Muni employees attended. The family health component consisted of exhibits that paired Local 250-A Divisions with specific health issues. Exhibitors from the American Health Association, the American Diabetes Association, the Lung Association, the SF Health Department, Knight & Associates, StirFry Seminars and others presented materials, with the help of representatives from each Muni Division. Giveaway items (stress balls, "Buckle Up" key chains, water bottles, frisbees, low-fat cookbooks, tote bags, etc.) bore the logo of the Muni Improvement Fund, Muni, Local 250-A and the City and County of San Francisco.

ii. The success of Family Day is the first step in a MIF-sponsored Muni' Family Health Initiative. As a second step, we have begun a series of screenings at each division. The first will take place on Thursday, October 4 and Friday October 5, courtesy of Kaiser Occupational Safety and Health. Other screenings will be scheduled on a monthly basis.

Longer term, the MIF is beginning to plan an overall family-based health initiative. We have asked Dr. John Barr, a practicing radiologist who worked closely with Local 250-A as a Coro Foundation fellow, to work with us on designing a program which would include collating research on major health problems affecting Muni personnel and creating a series of educational programs. The program will be discussed at an expanded meeting of the Muni Improvement Fund Executive Staff Committee on October 1.

6.c. Ambassador Training Program: See attached

6. d Employee Assistance and Peer Assistance Program

6. e Friends of Muni/Destinations

CLAREMONT
BEHAVIORAL SERVICES

Municipal Railway Improvement Fund EAP Report

Submitted by: Claremont Behavioral Services
September 25, 2001

Dates of Service: July 1, 2001 through September 17, 2001

Total Number of Cases (Operators Only): 31

Presenting Problems	Number of Cases
Marital / Family	5
Child	0
Non-Family Relationship	0
Substance Abuse	3
Emotional	7
General Stress	0
Work Stress	6
Information/Referral	0
Medical	0
Legal	10
Financial	0
Dependent Care	0
Management/Union Consultation	0

Referral Source	Number of Cases
Peer Assistants	23
Self	7
Management	0
Union	0
Family Member	1

EAP Utilization Data from July 1, 1999 through June 19, 2000
From July 1, 1999 through September 17, 2000 there were 22 Operators seen through the EAP.

1050 Marina Village Parkway, Suite 203, Alameda CA 94501 * 800-788-8829 Fax 510-337-8833 * www.claremontcan.com

CLAREMONT
BEHAVIORAL SERVICES

PEER ASSISTANCE PROGRAM REPORT
Submitted To: Municipal Railway Improvement Fund
September 25, 2001

Service Dates: August, 2001

Number of New Clients: 14

Number of Trauma Response Incidents: 3

Number of Promotional Presentations:

Forum	*Number of Presentations*
Divisional Operator of the Month	8
New Operator Graduations	2
Divisional Site Visits (6 am – 6 pm)	6
Ambassador Training Presentations	2

Comparison of PAP Utilization in 2000
In August of 2000, there were 12 new clients accessing the Peer Assistance Program, compared with 14 new clients during the current year.

1050 Marina Village Parkway, Suite 203, Alameda CA 94501 ▪ 800-788-8829 Fax 510-337-8833 ▪ www.claremontcsp.com

Ambassador Program Cumulative Attendance Report

March 31 2001

Operators:	Goal: Actual:	4,252 modules 3,105 modules 73%
Dispatchers:	Goal Actual:	120 modules 74 modules 61 %
Station Agents:	Goal Actual:	324 modules 191 modules 59 %
Street Operations:	Goal: Actual:	360 modules 191 modules 51 %
Central Control:	Goal: Actual:	240 modules 185 modules 77 %
Management:	Goal: Actual	522 modules 246 modules 47 %
Training:	Goal: Actual	288 modules 53 modules 18 %
Maintenance:	Goal: Actual:	432 modules 397 modules 91 %
Other		242 modules
TOTAL	**GOAL** **ACTUAL**	**6538 modules** **4251 modules** **65 %**

September 25, 2001

TO: MIF Board of Trustees
FROM: Burton Maxwell, Community Organizer

Organizing Plan for Friends of Muni

This organizing plan is designed to establish on-going, planned opportunities for Muni riders to interact at all levels with Muni and its employees, especially its front-line personnel.

Goals:
Create and develop relationships between riders and Muni operators, line-by-line and citywide, to ensure better and more respectful communications, to support Muni's service delivery goals, and to establish principles of acceptable conduct and safety for all concerned.

Objectives:

- Increase the visibility of the excellent work of Muni operators and all other Muni personnel.

- Solicit groups of riders who will act as advocates and ambassadors by organizing Friends of Muni groups within each neighborhood, to meet periodically with Muni employees.

- Develop and provide information to riders on how to use Muni safely and efficiently.

Background:

On September 8, the Friends of Muni, working with the General Manager's office, hosted a community open house and reception at Woods Division. The purpose of the meeting was to celebrate the reopening of the Woods Division, after extensive remodeling, and to invite riders to meet with operators to learn more about the division and its activities.

Some 30 riders attended, most of them from the neighborhood immediately surrounding Woods Division. Audrey Rice-Oliver represented the General Manager's office. A number of operators and division management made presentations to the group. The conversation was very positive, and the participants expressed themselves as extremely pleased with the event.

Strategies:

1) Continue to hold division-based open houses. This provides a good venue for people to get together, and will hopefully develop nucleus of riders who will be interested in

an ongoing dialogue. The next meeting will be held at Kirkland in early December, and following that, at Green and Potrero Divisions.

2) Based on the turnout of these meetings, the staff will resume organizing line-based meetings on Ambassador Lines. Focussing specifically on the Ambassador Lines. For example, several attendees at the September 8 reception were riders on the 19 and the 15 line, which are Ambassador Lines. MIF staff is already at work on setting up such line-based meetings. The MOF staff will also recruit for these meetings by:

    - attending neighborhood association meetings, churches, senior events, street fairs, PTA meetings and other events;

    - Working with Muni employees to recruit regular riders who appreciate the work of front-line employees.

    - Develop a ride-along program to encourage the riding public to see first hand the nature of the work and the degree of professionalism required.

3) The staff is also planning to organize events with community leaders who can open up access to additional riders. On November 2, for example, we will hold an ecumenical brunch to discuss, with the city's religious leaders, the way in which they can work with us to create a more peaceful and supportive atmosphere on and around Muni. This will be particularly important in light of the tragic events of September 11.

    The first meeting of the Ecumenical Steering Committee was held this event will be held at the Cathedral Hill Hotel.

FRIENDS OF MUNI ORGANIZING PROGRAM
SEPTEMBER 25 2001

	Sept	Oct	Nov.	Dec	Jan	Feb	March	April	May	June
WEEK 1	Woods Open House	Brunch invitations out/	Hold Ecumenical Breakfast	Kirkland Open house					Green Division line meetings	Potrero Division Line Meetings
WEEK 2	Woods Follow up	Scheddule, recruit for Woods Line meetings	Ecumenical Brunch follow up	Kirkland open house follow up	Green Division research and organizing	Potrero Division research and organizing	Green Division Open House		Potrero Division Open House	
WEEK 3	Organize Ecumenical Brunch Steering Committee Woods follow-up	Research Riders along Kirkland lines # 19, 43	Thanksgiving	Ecumenical follow up.			Green Division follow up and ride-along		Green Division Line meetings: Potrero follow up and ride along	
WEEK 4	Woods Follow Up Ecumenical Brunch steering committee and follow up.	Prep for Brunch Woods Division Ride-along	Woods Ambassador Line meetings	Ride-along program for Kirkland lines		Kirkland Ambassador line meetings				

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MINUTES OF THE MUNICIPAL RAILWAY IMPROVEMENT FUND REGULAR MEETING TUESDAY, SEPTEMBER 25, 2001 CROWN PLAZA UNION SQUARE 480 Sutter Street San Francisco, CA City Suite Room – Mezzanine 3:30 p.m.

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PRESENT: L. Martin (Chairman), J. Madden (A), R. Antonio (T), S. Black (A), J. Bourgart (T), W. Hatch (A), and I Lum (A).

ABSENT: A. Gourdine (T), C. Caldwell (T), J. Teichman (A), and D. Daly (A).

STAFF IN ATTENDANCE: Geoffrey Piller, Board Secretary
Danny Beagle, Program Coordinator
Lori Sullivan, Heiress Communications & Consulting

ALSO IN ATTENDANCE: Gayle Orr-Smith, Heiress Communications & Consulting
Deborah Woodley, Peer Assistance Program
Burton Maxwell, MIF/FOM Community Organizer
Audra Knight, Knight & Associates
Audrey Knight, Knight & Associates
Laura Gieben, StirFry Seminars & Consulting
Martha Johnson, S. F. Municipal Railway
Audrey Rice-Oliver, S. F. Municipal Railway
Jean Ellis-Jones, S. F. Municipal Railway

(1) **CALL TO ORDER –** Chairman Martin called the September 25, 2001 Municipal Railway Improvement Fund regular meeting to order.

(2) **ROLL CALL WAS CONDUCTED.**

(3) **MINUTES OF AUGUST 28, 2001 -** Chairman Martin asked the Board to review the minutes of the Municipal Railway Improvement Fund Board of Trustees regular meeting of August 28, 2001. After review, **a Motion was made, seconded, and carried** to accept the minutes of August 28, 2001 Board of Trustees regular meeting, as presented.

Speaker: Lawrence B. Martin, and John Madden
Action: Approved
Ayes: L. Martin, J. Madden, R. Antonio, S. Black, J. Bourgart, W. Hatch, and I Lum.
Motion: 199
Public Comment: None

(4) PUBLIC COMMENT - None

(5) ITEMS TO BE CONTINUED - None

(6) PROGRAMS OF THE MUNICIPAL RAILWAY IMPROVEMENT FUND

(a) Program Management

Mr. Beagle presented the "Coordinator's Report; Municipal Railway Improvement Fund" dated August 28, 2001, and discussed the following,

i) Grant Proposals: California State Employment Development Department

Mr. Beagle reported that the Fund's grant proposal to the EDD is pending and that he hopes to know whether the proposal has been approved by the October meeting.

Speaker: Danny Beagle, and .
Motion: None
Public Comment: None

ii) Waller Press and Catering By Elaine Kratsas contracts for 2001-2002 fiscal year.

Mr. Piller reported that Muni's payments to Waller Press (which prints "Destinations") and Catering by Elaine (who supply food and soft drinks for the Ambassadors Training sessions) have been held pending submission and approval of contracts. He noted that there has, to date, been no contract for Waller because Waller is being used at the direction of the City Printing Department. After discussion, the Board directed Mr. Piller to review the Waller and Catering by Elaine matters with Ms. Rice-Oliver.

Speaker: Danny Beagle, Geoffrey Piller, Lawrence Martin, Audrey Rice-Oliver, and John Madden
Motion: None
Public Comment: None

b) Muni Employee/Family Health Initiative

i) Family Health Day

Mr. Beagle reported that he met yesterday with Drs. John Bar and June Fisher to discuss the planning, and implementation of this program.

Speaker: Danny Beagle, John Barr, Lawrence Martin, Jim Bourgart, and Gayle Orr-Smith.
Motion: None
Public Comment: None

ii) Family Health Initiative

Mr. Beagle reported that the blood pressure screening has already begun at each Muni division and that MIF would continue screening Muni employees on October 4

through October 5, 2001 and each month thereafter. Mr. Beagle will continue working with Drs. Barr and Fisher on the Muni Health Initiative.

c) Ambassador Training Program

i) Attendance and Participation

Mr. Beagle distributed the reported entitled "Ambassador Program Cumulative Attendance Report" dated August 1, 2001. After review of attendance, the Board asked Mr. Beagle to provide at the next meeting a summary of the work to date to revise the Ambassador's curriculum, as discussed at the last Muni/MRIF retreat.

Speaker: Danny Beagle, Irwin Lum, John Madden, Shirley Breyer-Black, and Audrey Rice-Oliver.
Motion: None
Public Comment: None

ii) Ambassador Newsletter

Ms. Gayle Orr-Smith distributed a draft of the September/October edition of the Ambassador Newsletter. She asked the Board to review the newsletter and contact her with any comments.

Speaker: Gayle Orr-Smith and Danny Beagle
Motion: None
Public Comment: None

d) Employee Assistance Program and Peer Assistance Program

Ms. Deborah Woodley reported that Ms. Ubell could not attend today's meeting because she was ill and that she was attending on Ms. Ubell's behalf. She then distributed the "Municipal Railway Improvement Fund EAP Report" and "Peer Assistance Program Report" dated September 25, 2001, 2001 and noted the following,

i) Employee Assistance Program Utilization

Total cases reviewed by the EAP: July 1, 1999 through June 19, 2000; 22

ii) Peer Assistance Program

Total cases reviewed for August, 2001; 12 compared with 14 new clients during the current year. Chairman Martin reported that he is still working with the City Real Estate Office on the new location for the Peer Assistance Program and that the contract should be completed in the near future.

Speaker: Deborah Woodley and Lawrence B. Martin.
Motion: None
Public Comment: None

e) Friends of Muni/Destinations

i) Woods Division Open House update

Ms. Gayle Orr-Smith reported that with the help of Mr. Burton Maxwell and Mr. Michael Elliot, the Open House at Muni Woods Division on September 8 was well

attended by riders and was a successful model for future events of this kind at other divisions.

Speaker: Gayle Orr-Smith
Motion: None
Public Comment: None

ii) Employee Appreciation Week

Ms. Gayle Orr-Smith reported that Supervisor Maxwell wanted have the Employee Appreciation Week this year but found it better to schedule this event for 2002. Ms. Orr-Smith reviewed a project update dated September 25, 2001 and noted that she is working on a number of projects including grant research, crime prevention, Muni security issues, school programs, neighborhood attraction cards, and the rider and driver relationship.

Speaker: Gayle Orr-Smith, Ray Antonio, Larry Martin, Shirley Breyer-Black, Irwin Lum, and Deborah Woodley.
Motion: None
Public Comment: None

iii) Destinations update

Ms. Orr-Smith distributed the September/October 2001 Destinations Newsletter and asked the Trustees to contact her with their comments and suggestions as soon as possible.

(8) **Adjournment:** There being no further business the meeting was adjourned at 5:30 p.m.

Respectfully submitted by:
Geoffrey Piller, Board Secretary

GP:jm

jm opeiu 3 afl cio142

NOTICE OF REGULAR MEETING AND AGENDA
FOR THE
MUNICIPAL RAILWAY IMPROVEMENT FUND
TUESDAY, OCTOBER 23, 2001
3:30 P.M.
CROWNE PLAZA UNION SQUARE
480 Sutter Street, San Francisco
Cable Car Room – Mezzanine

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(1) CALL TO ORDER

(2) ROLL CALL

(3) MIF MINUTES OF SEPTEMBER 25, 2001 MIF REGULAR MEETING – Review of Minutes and action as required.

(4) PUBLIC COMMENT - At this time, members of the public may address the Fund on items of interest to the public that are within the subject matter jurisdiction of the Fund, except agenda items. With respect to agenda items, your opportunity to address the Fund will be afforded when the item is reached in the meeting, with one exception. When the agenda item has already been reviewed in a public hearing at which members of the public were allowed to testify and the Fund has closed public hearing, your opportunity to address the Fund must be exercised during the Public Comment portion of the calendar. Each member of the public may address the Fund for up to three minutes. If it is demonstrated that comments by the public will exceed 15 minutes, the Chairperson or Vice-Chairperson may continue Public comment to another time during the meeting.

***(5)* ITEMS TO BE CONTINUED**

***(6)* PROGRAMS OF THE MUNICIPAL RAILWAY IMPROVEMENT FUND**

a) Program Management
- i) Grant Proposal: California State Employment Development Department – Action as required.

b) Ambassador Training Program
- i) Participation and scheduling update – Action as required.
- ii) "Report on Extension of Ambassador Program" – Action as required.

c) MIF/Muni Employee/Family Health Initiative
- i) Update on Blood Pressure Screening – Action as required.
- ii) Update on Health Initiative Program – Action as required.

d) Employee Assistance and Peer Assistance Program
- i) "EAP Report dated October 23, 2001" – Action as required.
- ii) "PAP Report dated October 23, 2001" – Action as required.
- iii) Report concerning new office – Action as required.

d) Friends of Muni/Destinations
- i) Destinations Update – Action as required.
- ii) Young Rider Education Program – Action as required.
- iii) Reports concerning FOM organization plan and schedule – Action as required.
- iv) Report concerning Ecumenical Brunch – Action as required.
- v) Reports concerning proposed Christmas Activities – Action as required.

***(7)* ADJOURNMENT**

NOTICE OF REGULAR MEETING AND AGENDA
FOR THE
MUNICIPAL RAILWAY IMPROVEMENT FUND
TUESDAY, OCTOBER 23, 2001
3:30 P.M.
CROWNE PLAZA UNION SQUARE
480 Sutter Street, San Francisco
Cable Car Room – Mezzanine

NOTE - Items listed on this calendar will not be heard before the stated time.

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10/23/01

MINUTES OF THE
MUNICIPAL RAILWAY IMPROVEMENT FUND
REGULAR MEETING
TUESDAY, OCTOBER 23, 2001
CROWN PLAZA UNION SQUARE
480 Sutter Street
San Francisco, CA
City Suite Room – Mezzanine
3:30 p.m.

TRUSTEES PRESENT: Jim Bourgart (T)
Claire Caldwell (T)
Andrea Gourdine (T)
Lawrence Martin (Chairman)

ALTERNATE TRUSTEES PRESENT: Shirley Black (A)
Irwin Lum (A)
John Madden (A)
Judith Teichman (A)

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ABSENT: Ray Antonio (T)
Daniel Daly (A)
Weston Hatch (A)

STAFF IN ATTENDANCE: Danny Beagle, Program Coordinator
Geoffrey Piller, Board Secretary
Sharon Ravarra, Staff

ALSO IN ATTENDANCE: Laura Gieben, StirFry Seminars & Consulting
Martha Johnson, S. F. Municipal Railway
Audra Knight, Knight & Associates
Audrey Knight, Knight & Associates
Burton Maxwell, MIF/FOM Community Organizer
Gayle Orr-Smith, Heiress Communications & Consulting
Audrey Rice-Oliver, S. F. Municipal Railway
Sabina Ubell, Peer Assistance Program

(1) **CALL TO ORDER –** Chairman Martin called the October 23, 2001 Municipal Railway Improvement Fund regular meeting to order.

(2) **ROLL CALL WAS CONDUCTED.**

(3) **MINUTES OF SEPTEMBER 25, 2001 -** Chairman Martin asked the Board to review the minutes of the Municipal Railway Improvement Fund Board of Trustees regular meeting of September 25, 2001. After review, **a Motion was made, seconded, and**

carried to accept the minutes of September 25, 2001 Board of Trustees regular meeting with the following corrections: Show Trustee Teichman as absent and in item d) Friends of Muni/Destinations, ii) Employee Appreciation Week, delete the words "and a drill on evacuation of Muni subway stations (within the next three weeks)."

Speaker: Irwin Lum, Lawrence Martin, and Gayle Orr-Smith
Action: Approved
Ayes: Shirley Black, Jim Bourgart, Claire Caldwell, Andrea Gourdine, Irwin Lum, John Madden, Lawrence Martin, and Judith Teichman.
Motion: 200

(4) PUBLIC COMMENT - None

(5) ITEMS TO BE CONTINUED - None

(6) PROGRAMS OF THE MUNICIPAL RAILWAY IMPROVEMENT FUND

(a) Program Management

Mr. Beagle presented the "Coordinator's Report; Municipal Railway Improvement Fund" dated October 22, 2001, and discussed the following,

i) Grant Proposals: California State Employment Development Department

Mr. Beagle reported that the Fund's grant proposal for the development of the Ambassadors Program was approved by EDD and, as noted in the report, the approval was sent to the governor's office for action and that the Muni Improvement Fund would be the fiscal agent for this grant. He stated that the Fund and MUNI are working with City College on develop curricula and student services for the Ambassador Training Program and that City College would assume responsibility for Ambassador Program training. The Board reviewed the proposed City College assumption of training responsibilities and the level of control the Fund would continue to exercise over the the program after City College assumes responsibility for training beginning July 2002.

Speaker: Danny Beagle, Jim Bourgart, Lawrence Martin, Geoffrey Piller, Audrey Rice-Oliver, and Judith Teichman.
Motion: None
Public Comment: None

b) Ambassador Training Program

i) Participation and the extension of Ambassador Program

Mr. Beagle reported that he would update participation data at the next Board meeting.

Speaker: Danny Beagle
Motion: None

Public Comment: None

c) MIF/Muni Employee/Family Health Initiative

i) Blood Pressure Screening

Mr. Beagle reported that Kaiser's health technicians visited all Muni Divisions and provided blood pressure screening to Muni employees on October 4th and 5th.

Speaker: Danny Beagle
Motion: None
Public Comment: None

ii) Family Health Initiative

Mr. Beagle reported that Drs. Barr and Fisher would continue to develop a comprehensive health education program on the Muni Health Initiative with Muni.

Speaker: Danny Beagle, Andrea Gourdine, Irwin Lum, and Judith Teichman.
Motion: None
Public Comment: None

d) Employee Assistance Program and Peer Assistance Program

Ms. Ubell distributed the "Municipal Railway Improvement Fund EAP Report" and "Peer Assistance Program Report" dated October 23, 2001, and noted the following,

i) Employee Assistance Program Utilization

Total cases reviewed by the EAP: July 1, 2001 through September 17, 2001; 55

ii) Peer Assistance Program

Total cases reviewed for October 23, 2001; 17 new clients, and 11 Telephone contacts. Ms. Ubell stated that Claremont has not received payment since June 30, 2001 nor has it received an RFP for the 2002 – 2003 fiscal year. Ms. Johnson stated that the RFP was going to be distributed within the week. Ms. Johnson was asked to send the Board a copy of the RFP and the proposed list of recipients.

Speaker: Martha Johnson, Lawrence Martin, Geoffrey Piller, and Sabina Ubell.
Motion: None
Public Comment: None

e) Friends of Muni/Destinations

Ms. Orr-Smith distributed a draft budget dated October 23, 2001 for "Destinations" for 2002 – 2003 providing for six 8 1/2 by 11, two color editions. After discussion, Ms. Orr-Smith was asked to further review costs and present a further draft at the next Board meeting.

Speaker: Danny Beagle, Gayle Orr-Smith, and Lawrence Martin.
Motion: None
Public Comment: None

i) Young Rider

Ms. Orr-Smith reviewed planning to date for a youth "town meeting" regarding youth rider issues.

Speaker: Gayle Orr-Smith
Motion: None
Public Comment: None

ii) Report concerning Ecumenical Brunch

Mr. Burton Maxwell reviewed the October 22, 2001 report to the Board entitled "Organizing Plan for Friends of Muni." The first matter in the report discussed that the Friends of Muni held a brunch on November 2, 2001 at the Cathedral Hill Hotel with clergy from a wide variety of San Francisco churches, TWU Representative, and Muni Management. Mr. Maxwell also discussed plans for another division Open House in early December 2001 before the Holidays.

Speaker: Maxwell Burton, Larry Martin, and Danny Beagle.
Motion: None
Public Comment: None

iii) Reports concerning proposed Christmas Activities

Mr. Maxwell reported that the Friends of Muni is planning to have a toy drive giveaway for the holiday and that he will submit a report at the next meeting.

Speaker: Burton Maxwell
Motion: None
Public Comment: None

A Motion was made, seconded, and carried to accept the Coordinator's Report as presented by Mr. Beagle.

Speaker: Irwin Lum, Lawrence Martin, and Judith Teichman
Action: Approved
Ayes: Shirley Black, Jim Bourgart, Claire Caldwell, Andrea Gourdine, Irwin Lum, John Madden, Lawrence Martin, and Judith Teichman.
Motion: 201

A Motion was made, seconded, and carried to accept the Employee Assistance and Peer Assistance Program report as presented by Ms. Ubell.

Speaker: Jim Bourgart, Claire Caldwell, and Lawrence Martin
Action: Approved
Ayes: Shirley Black, Jim Bourgart, Claire Caldwell, Andrea Gourdine, Irwin Lum, John Madden, Lawrence Martin, and Judith Teichman.
Motion: 202

A Motion was made, seconded, and carrier to accept the Friends of Muni report as presented by Ms. Orr-Smith and Mr. Maxwell.

Speaker: Andrea Gourdine, Irwin Lum, and Lawrence B. Martin.

Action:	Approved
Ayes:	Shirley Black, Jim Bourgart, Claire Caldwell, Andrea Gourdine, Irwin Lum, John Madden, Lawrence Martin, and Judith Teichman.
Motion:	203

(8) **Adjournment:** There being no further business the meeting was adjourned at 5:30 p.m.

Respectfully submitted by:
Geoffrey Piller, Board Secretary

GP:jm

jm opeiu 3 afl cio142

NOTICE OF REGULAR MEETING AND AGENDA FOR THE MUNICIPAL RAILWAY IMPROVEMENT FUND

TUESDAY, NOVEMBER 27, 2001
3:30 P.M.
CROWNE PLAZA UNION SQUARE
480 Sutter Street, San Francisco
Cable Car Room – Mezzanine

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(1) CALL TO ORDER

(2) ROLL CALL

(3) MIF MINUTES OF OCTOBER 23, 2001 MIF REGULAR MEETING – Review of Minutes and action as required.

(4) PUBLIC COMMENT - At this time, members of the public may address the Fund on items of interest to the public that are within the subject matter jurisdiction of the Fund, except agenda items. With respect to agenda items, your opportunity to address the Fund will be afforded when the item is reached in the meeting, with one exception. When the agenda item has already been reviewed in a public hearing at which members of the public were allowed to testify and the Fund has closed public hearing, your opportunity to address the Fund must be exercised during the Public Comment portion of the calendar. Each member of the public may address the Fund for up to three minutes. If it is demonstrated that comments by the public will exceed 15 minutes, the Chairperson or Vice-Chairperson may continue Public comment to another time during the meeting.

***(5)* ITEMS TO BE CONTINUED**

***(6)* PROGRAMS OF THE MUNICIPAL RAILWAY IMPROVEMENT FUND**

a) Program Management
- i) Contract for 2001 – 2002 for Waller Press – Action as required.
- ii) Contract for 2001 – 2002 for Catering By Elaine – Action as required.
- iii) Municipal Railway Improvement Fund Draft Budget for 2002 – 2003 – Action as required.
- iv) Grant Proposal: California State Employment Development Department – Action as required.
- v) Fiduciary liability policy renewal for calendar year 2002 – Action as required.

b) Ambassador Training Program
- i) Participation and scheduling – Action as required.
- ii) Transition to City College – Action as required.

c) MIF/Muni Employee/Family Health Initiative
- i) Draft Proposal – Action as required.

d) Employee Assistance and Peer Assistance Program
- i) EAP Report dated November 20, 2001 – Action as required.
- ii) PAP Report dated November 20, 2001 – Action as required.
- iii) Report concerning new office – Action as required.
- iv) Request for Proposal – EAP and PAP – Action as required.

e) Friends of Muni/Destinations
- i) Destinations: Revised format and budget for 2002 – 2003 – Action as required.
- ii) Young Rider Education Program – Action as required.
- iii) Reports concerning FOM organization plan and schedule – Action as required.
- iv) Report concerning Ecumenical Brunch – Action as required.
- v) Reports concerning FOM Open House – Action as required.

***(7)* ADJOURNMENT**

NOTICE OF REGULAR MEETING AND AGENDA
FOR THE
MUNICIPAL RAILWAY IMPROVEMENT FUND
TUESDAY, NOVEMBER 27, 2001
3:30 P.M.
CROWNE PLAZA UNION SQUARE
480 Sutter Street, San Francisco
Cable Car Room – Mezzanine

NOTE - Items listed on this calendar will not be heard before the stated time.

ACCESSIBLE MEETING POLICY - Accessible seating for persons with disabilities (including those using wheelchairs) will be available. In order to assist the City's efforts to accommodate persons with severe allergies, environmental illnesses, multiple chemical sensitivity or related disabilities, attendees at public meetings are reminded that other attendees may be sensitive to various chemical based products. Please help the City accommodate these individuals.

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MINUTES OF THE
MUNICIPAL RAILWAY IMPROVEMENT FUND
REGULAR MEETING
MONDAY, NOVEMBER 27, 2001
CROWN PLAZA UNION SQUARE
480 Sutter Street
San Francisco, CA
Cable Car Room – Mezzanine
3:30 p.m.

TRUSTEES PRESENT: Ray Antonio
Jim Bourgart
Daniel Daly
Lawrence Martin (Chairman)

ALTERNATE TRUSTEES PRESENT: Weston Hatch
Irwin Lum
John Madden
Judith Teichman

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ABSENT: Shirley Breyer-Black (A)
Claire Caldwell (T)
Andrea Gourdine (T)

STAFF IN ATTENDANCE: Danny Beagle, Program Coordinator
Jacqueline Morante, Staff
Geoffrey Piller, Board Secretary

ALSO IN ATTENDANCE: Laura Gieben, StirFry Seminars & Consulting
Luci Ibarra, Beagle & Bleiweiss Communications & Consulting
Martha Johnson, S. F. Municipal Railway
Audra Knight, Knight & Associates
Audrey Knight, Knight & Associates
Burton Maxwell, MIF/FOM Community Organizer
Gayle Orr-Smith, Heiress Communications & Consulting
Audrey Rice-Oliver, S. F. Municipal Railway
Lori Sullivan, Heiress Communications & Consulting
Sabina Ubell, Peer Assistance Program

(1) **CALL TO ORDER** – Chairman Martin called the November 27, 2001 Municipal Railway Improvement Fund regular meeting to order.

(2) **ROLL CALL WAS CONDUCTED.**

(3) **MINUTES OF OCTOBER 23, 2001** - Chairman Martin asked the Board to review the minutes of the Municipal Railway Improvement Fund Board of Trustees regular meeting of "October 23, 2001." After review, **a Motion was made, seconded, and carried** to accept the minutes of October 23, 2001 Board of Trustees regular meeting with the following corrections: In item 1) "Call to Order", delete "October 25, 2001" and replace it to "October 23, 2001."

Speaker: Ray Antonio, Lawrence Martin, and Judith Teichman
Action: Approved
Ayes: Ray Antonio, Jim Bourgart, Daniel Daly, Weston Hatch, Irwin Lum, John Madden, Lawrence Martin, and Judith Teichman.
Motion: 203
Public Comment: None

(4) **PUBLIC COMMENT** - None

(5) **ITEMS TO BE CONTINUED** - None

(6) **PROGRAMS OF THE MUNICIPAL RAILWAY IMPROVEMENT FUND**

(a) **Program Management**

i) **Contract for 2001 – 2002 for Waller Press**

Mr. Piller reviewed the contract between the Fund and Waller Press, Inc. which provides for the printing of the "Destinations" Newsletter for fiscal year 2001 – 2002 and noted that an addendum would be added to the contract which reflects the current printing cost per copy and production specifications.

Speaker: Geoffrey Piller
Action: None
Motion: None
Public Comment: None

ii) **Contract for 2001 – 2002 for Elaine's Catering**

Mr. Piller distributed and reviewed the contract between the Fund and Elaine's Catering which provides for catering services for the Ambassador Training classes for fiscal year 2001 – 2002. Mr. Piller reported that an addendum would be added which reflects the current cost per class and the food and supplies to be provided under the contract per diem with Elaine's Catering.

After discussion, a Motion was made, seconded and carried to approve the contracts with Waller Press, Inc., and Elaine's Catering services for fiscal year 2001 – 2002 subject to inclusion of the addena referred to in Mr. Piller's report and to authorize Chairman Martin and Treasurer Gourdine to sign the contracts on behalf of the Board.

Speaker: Ray Antonio, Geoffrey Piller, Lawrence Martin, and Judith Teichman
Action: Approved
Ayes: Ray Antonio, Jim Bourgart, Daniel Daly, Weston Hatch, Irwin

Lum, John Madden, Lawrence Martin, and Judith Teichman

Motion: 204

Public Comment: None

Mr. Beagle presented the "Coordinator's Report; Municipal Railway Improvement Fund" dated November 27, 2001, and discussed the following,

iii) Municipal Railway Improvement Fund Draft Budget for 2002 – 2003

Mr. Beagle presented and reviewed a report entitled, "Draft Municipal Railway Improvement Fund Budget" for fiscal year 2002 – 2003. Mr. Beagle stated that after review and reduction of the costs in all Fund programs the budget is now 29.4% lower than shown in the first draft. He thanked Ms. Audrey Rice-Oliver for her assistance. Mr. Beagle stated that he would continue working with Ms. Rice-Oliver to reduce costs. Mr. Beagle also stated that he is planning to meet with Ms. Rice-Oliver to link the MIF Website with Muni's. The Board directed Mr. Beagle to obtain final Ambassadors Program – related costs from City College of San Francisco so that the final budget for 2002-2003 can be submitted to the Board for approval in December and provided to Muni no later than January. The Board also asked Mr. Beagle to ask City College representatives to attend the December Board meeting when the final budget is presented. **A motion was made, seconded and carried to** call a special meeting of the Board to review the final fiscal year 2002-2003 budget on December 17, 2001 at 2:00 p.m.

Speaker: Ray Antonio, Danny Beagle, Jim Bourgart, Daniel Daly, Irwin Lum, John Madden, Lawrence Martin, Audrey Rice Oliver, and Judith Teichman.

Action: Approved

Ayes: Ray Antonio, Jim Bourgart, Daniel Daly, Weston Hatch, Irwin Lum, John Madden, Lawrence Martin, and Judith Teichman

Motion: 205

Public Comment: None

iv) Grant Proposals: California State Employment Development Department

Mr. Beagle introduced and thanked his new staff person, Ms. Luci Ibbara, for helping him draft the grant letters to EDD and reported that the grant is still awaiting the Governor's signature. Trustee Daly asked Mr. Beagle to review addition of security issues for purpose of the grant so that the police department can also be a part of the process.

Speaker: Danny Beagle and Daniel Daly

Motion: None

Public Comment: None

v) Fiduciary liability policy renewal for calendar year 2002.

Mr. Piller reported that the Municipal Railway Improvement Fund fiduciary liability policy will be up for renewal at calendar year and Mr. Piller recommended that the Board approve renewal of the policy for the year 2002 if the premium is no more than

110 percent of the 2001 premium. After discussion, **a Motion was made, seconded, and carried to** renew the fiduciary liability insurance policy provided the cost does not exceed 110 percent of the 2001 premium.

Speaker: Ray Antonio, Lawrence Martin, Geoffrey Piller, and Judith Teichman.
Action: Approved
Ayes: Ray Antonio, Jim Bourgart, Daniel Daly, Weston Hatch, Irwin Lum, John Madden, Lawrence Martin, and Judith Teichman
Motion: 206
Public Comment: None

b) **Ambassador Training Program**

i) Participation and scheduling

Speaker: Danny Beagle
Motion: None
Public Comment: None

ii) Assumption of training responsibilities by City College

Mr. Beagle distributed and reviewed a report sent to him by City College dated December 19, 2001 which addressed budget issues and planning for the Ambassador Training curriculum and training, evaluation, delivery, monitoring and instructional materials. During discussion Dr. Knight and Ms. Gieben expressed concerns over City College's ability to fully assume the Ambassador Training responsibilities. Mr. Beagle was directed to ask City College to be prepared to address these concerns at the December 17, 2001 Special Board meeting. After review, the Board tabled further discussion of the City College proposal until the December 17, 2001 Fund meeting. Dr. Knight concluded the discussion of the Ambassadors Program by noting that Trustee Lum should be recognized for the consistently strong Ambassadors class attendance from his division.

Speaker: Ray Antonio, Danny Beagle, Jim Bourgart, Daniel Daly, Irwin Lum, John Madden, Lawrence Martin, Audrey Rice Oliver, and Judith Teichman.
Action: None
Public Comment: None

c) **MIF/Muni Employee/Family Health Initiative**

i) Draft Proposal

Mr. Beagle reported that Dr. John Barr has developed the Family Health Initiative program through this year for a proposed flat rate of $1,500.00 a month.

Speaker: Danny Beagle
Motion: None
Public Comment: None

d) **Employee Assistance Program and Peer Assistance Program**
Ms. Ubell distributed the "Municipal Railway Improvement Fund EAP Report" and "Peer Assistance Program Report" dated November 20, 2001, and noted the following,

i) **Employee Assistance Program Utilization**
Total cases reviewed in the EAP: July 1, 2001 through November 18, 2001; 64

ii) **Peer Assistance Program**
Total cases reviewed in October, 2001; 6 new domestic violence cases, 13 new clients, and 20 telephone contacts.

Ms. Ubell reported that the Peer Assistance Program will be moving to 1508 Fillmore Street, 3rd Floor on December 1, 2001. After discussion, **a motion was made, seconded, and carried to** accept the EAP and PAP reports.

Speaker: Sabina Ubell, Lawrence Martin, and Irwin Lum
Motion: 207
Ayes: Ray Antonio, Jim Bourgart, Daniel Daly, Weston Hatch, Irwin Lum, John Madden, Lawrence Martin, and Judith Teichman
Public Comment: None

e) **Friends of Muni/Destinations**
Ms. Orr-Smith reported that the Destinations production run would be increased to 100,000 with the first issue in 2002 to satisfy demand.

Speaker: Gayle Orr-Smith
Motion: None
Public Comment: None

i) **Young Rider**
Ms. Orr-Smith and two Muni operators met with the youths "operation dream" regarding youth rider issues on Muni safety. She stated that the she proposed to develop safety posters and she will report progress at the next meeting.

Speaker: Gayle Orr-Smith
Motion: None
Public Comment: None

ii) **Report concerning Ecumenical Brunch**
Mr. Burton Maxwell reviewed the Ecumenical Brunch Report. He stated that the Ecumenical Brunch held on November 2, 2001 at the Cathedral Hill Hotel with a wide variety of San Francisco clergy and also reported that he has been in contact with approximately 300 clergymen concerning the Fund an its programs. He will continue working on the Ambassador Line open house and has scheduled an open house at Kirkland Division on January 23, 2001. After discussion, a **Motion was made, seconded, and carried to** accept the Friends of Muni report as presented by Ms. Orr-Smith and Mr. Maxwell.

Speaker:	Ray Antonio, Maxwell Burton, Lawrence B. Martin, and Judith Teichman. .
Action:	Approved
Ayes:	Ray Antonio, Jim Bourgart, Daniel Daly, Weston Hatch, Irwin Lum, John Madden, Lawrence Martin, and Judith Teichman
Motion:	208
Public Comments:	None

(8) **Adjournment:** There being no further business the meeting was adjourned at 5:30 p.m.

Respectfully submitted by:
Geoffrey Piller, Board Secretary

GP:jm

jm opeiu 3 afl cio142

NOTICE OF SPECIAL MEETING AND AGENDA
FOR THE
MUNICIPAL RAILWAY IMPROVEMENT FUND
MONDAY, DECEMBER 17, 2001
2:00 P.M.
CROWNE PLAZA UNION SQUARE
480 Sutter Street, San Francisco
Cable Car Room – Mezzanine

(1) CALL TO ORDER

(2) ROLL CALL

(3) PUBLIC COMMENT - At this time, members of the public may address the Fund on items of interest to the public that are within the subject matter jurisdiction of the Fund, except agenda items. With respect to agenda items, your opportunity to address the Fund will be afforded when the item is reached in the meeting, with one exception. When the agenda item has already been reviewed in a public hearing at which members of the public were allowed to testify and the Fund has closed public hearing, your opportunity to address the Fund must be exercised during the Public Comment portion of the calendar. Each member of the public may address the Fund for up to three minutes. If it is demonstrated that comments by the public will exceed 15 minutes, the Chairperson or Vice-Chairperson may continue Public comment to another time during the meeting.

(4) ITEMS TO BE CONTINUED

PROGRAMS OF THE MUNICIPAL RAILWAY IMPROVEMENT FUND

a) Program Management

i) Municipal Railway Improvement Fund Draft Budget for 2002 – 2003 – Action as required.

ii) Municipal Railway Improvement Fund Program regarding the "Career Ladder" with City College of San Francisco – Action as required.

b) MIF/Muni Employee/Family Health Initiative

i) Draft Proposal – Action as required.

(5) ADJOURNMENT

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NOTICE OF SPECIAL MEETING AND AGENDA
FOR THE
MUNICIPAL RAILWAY IMPROVEMENT FUND
MONDAY, DECEMBER 17, 2001
2:00 P.M.
CROWNE PLAZA UNION SQUARE
480 Sutter Street, San Francisco
Cable Car Room – Mezzanine

Ordinance Task Force. You may obtain a copy of the Sunshine Ordinance or obtain information concerning the Sunshine Ordinance at the following address:

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MINUTES OF THE
MUNICIPAL RAILWAY IMPROVEMENT FUND
SPECIAL MEETING
MONDAY, DECEMBER 17, 2001
CROWNE PLAZA UNION SQUARE
480 Sutter Street
San Francisco, CA
Cable Car Room – Mezzanine
2:00 p.m.

TRUSTEES PRESENT: Ray Antonio
Jim Bourgart
Claire Caldwell
Daniel Daly
Lawrence Martin (Chairman)

ALTERNATE TRUSTEES PRESENT: Weston Hatch
Irwin Lum
John Madden
Judith Teichman

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ABSENT: Shirley Breyer-Black (A)
Andrea Gourdine (T)

STAFF IN ATTENDANCE: Danny Beagle, Program Coordinator
Jacqueline Morante, Staff
Geoffrey Piller, Board Secretary

ALSO IN ATTENDANCE: Byron Anderson, S. F. City College
John Barr, MIF/Family Health Initiative
Martha Johnson, S. F. Municipal Railway
Audra Knight, Knight & Associates
Audrey Knight, Knight & Associates
Suzanne Korey, S. F. City College
Phyllis Mcquire, S. F. City College
Audrey Rice-Oliver, S. F. Municipal Railway
Sabina Ubell, Peer Assistance Program

(1) **CALL TO ORDER** – Chairman Martin called the December 17, 2001 Municipal Railway Improvement Fund special meeting to order.

(2) **ROLL CALL WAS CONDUCTED.**

(3) **PUBLIC COMMENT** - None

(4) PROGRAMS OF THE MUNICIPAL RAILWAY IMPROVEMENT FUND

(a) Program Management

i) Municipal Railway Improvement Fund Draft Budget for 2002 – 2003

Mr. Beagle presented and reviewed a report entitled, "Draft Budget Municipal Railway Improvement Fund" for fiscal year 2002 – 2003. He stated that the budget has been prepared in light of the reductions in Muni's overall budget for the 2002-2003 fiscal year, but further, reductions may be required. After review, Chairman Martin reported that he met with General Manager Burns on December 14, 2001 to discuss the MIF budget and that Mr. Burns intends to provide him with a list of Muni's concerns relating to the Fund and the areas where Muni and the Fund could better collaborate to reduce costs. Chairman Martin also stated that he would meet with Ms. Audrey Rice-Oliver in the second week of January to discuss the MIF budget issues. During discussion of the budget the Board noted that, though difficult to measure, the Ambassadors Program has resulted in savings related to personnel costs such as workers compensation claims, absence rates and job performance and these savings must be considered when Muni and the MTA review the Fund's Ambassadors Program costs.

Speaker: Danny Beagle, John Madden, Lawrence Martin, and Judith Teichman.
Action: None
Public Comment: None

ii) Presentation by City College of San Francisco Regarding Ambassadors Training and "Career Ladder" Programs

Mr. Beagle introduced Suzanne Korey, Phyllis Mcquire, and Byron Anderson of S. F. City College and asked Ms. Korey to present the City College proposal for the Ambassadors and Career Ladder Programs. She then presented a report entitled "Proposal Training Partnership San Francisco Municipal Railway, TWU Local 250-A, Municipal Railway Improvement Fund and City College of San Francisco" dated December 19, 2001. After discussion of the proposal, Chairman Martin thanked the City College representatives who were then excused from the meeting.

Mr. Beagle presented a memo addressed to the Trustees dated December 14, 2001 concerning the City College proposal and the role of Muni's Training Department. Chairman Martin noted that he and Ms. Rice-Oliver would meet with the City College Chancellor on December 19, 2001 to discuss Board's concerns regarding the "Career Ladder." Chairman asked Mr. Beagle to review with StirFry and the Knights whether the Ambassador Training Program can, without undermining the Program's goals of effectiveness, be changed from six sessions to five and to encorporate this change in the Fund's 2002-2003 budget. The Board tabled further discussion of the Budget and City College proposal until a special meeting to be held for purpose of the budget review on January 8, 2002.

Speaker: Ray Antonio, Danny Beagle, Martha Johnson, Suzanne Korey, Phyllis Mcquire, Lawrence Martin and Judith Teichman.

Motion: 209
Ayes: Ray Antonio, Claire Caldwell, Daniel Daly, Weston Hatch, Irwin Lum, John Madden, Lawrence Martin, and Judith Teichman.
Public Comment: None

b) **MIF/Muni Employee/Family Health Initiative**

i) **Draft Proposal**

Mr. Beagle reported that Dr. John Barr has been developing a Family Health Initiative program and that he and Dr. Barr are working to obtain grants for this program. Dr. Barr summarized his work to date, noting that he has been reviewing the wellness programs of other transit systems to determine what has been successful in promoting healthy eating and exercise, educating transit operators, obtaining the strong support of labor and management and other areas. He stated that one of the first goals of the program is to obtain funding for purposes of interviewing operators on how to approach these issues. Another goal is to work with operators who are off work due to industrial injury and with their doctors. Trustee Madden noted that such a program rises privacy concerns and Chairman Martin stated that any workers compensation – related program would have to work closely with Muni's Workers Compensation Division.

Speaker: Danny Beagle, John Barr, John Madden, and Lawrence Martin
Motion: None
Public Comment: None

(5) **Adjournment:** There being no further business the meeting was adjourned at 5:30 p.m.

Respectfully submitted by:
Geoffrey Piller, Board Secretary

GP:jm

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NOTICE OF SPECIAL MEETING AND AGENDA
FOR THE
MUNICIPAL RAILWAY IMPROVEMENT FUND
TUESDAY, JANUARY 8, 2002
4:00 P.M.
CROWNE PLAZA UNION SQUARE
480 Sutter Street, San Francisco
Cable Car Room – Mezzanine

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(1) **CALL TO ORDER**

(2) **MIF MINUTES OF NOVEMBER 27, 2001, REGULAR MEETING AND DECEMBER 17, 2001, SPECIAL MEETING – Review of Minutes and action as required.**

(3) **ROLL CALL**

(4) **PUBLIC COMMENT** - At this time, members of the public may address the Fund on items of interest to the public that are within the subject matter jurisdiction of the Fund, except agenda items. With respect to agenda items, your opportunity to address the Fund will be afforded when the item is reached in the meeting, with one exception. When the agenda item has already been reviewed in a public hearing at which members of the public were allowed to testify and the Fund has closed public hearing, your opportunity to address the Fund must be exercised during the Public Comment portion of the calendar. Each member of the public may address the Fund for up to three minutes. If it is demonstrated that comments by the public will exceed 15 minutes, the Chairperson or Vice-Chairperson may continue Public comment to another time during the meeting.

(5) **Program Management**
Municipal Railway Improvement Fund Draft Budget for 2002 – 2003 – Action as required.

(6) **ADJOURNMENT**

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MINUTES OF THE
MUNICIPAL RAILWAY IMPROVEMENT FUND
SPECIAL MEETING
TUESDAY, JANUARY 8, 2002
CROWNE PLAZA UNION SQUARE
480 Sutter Street
San Francisco, CA
Cable Car Room – Mezzanine
4:00 p.m.

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TRUSTEES PRESENT: Ray Antonio
Jim Bourgart
Claire Caldwell
Daniel Daly
Andrea Gourdine
Lawrence Martin (Chairman)

ALTERNATE TRUSTEES PRESENT: Shirley Breyer-Black
Weston Hatch
Irwin Lum
John Madden
Judith Teichman

STAFF IN ATTENDANCE: Danny Beagle, Program Coordinator
Jacqueline Morante, Staff
Geoffrey Piller, Board Secretary

ALSO IN ATTENDANCE: Alicia Fletcher, S. F. Municipal Railway
Laura Gieben, StirFry Seminars & Consulting
Martha Johnson, S. F. Municipal Railway
Audra Knight, Knight & Associates
Audrey Knight, Knight & Associates
Burton Maxwell, MIF/FOM Community Organizer
Gayle Orr-Smith, Heiress Communication & Consulting
Audrey Rice-Oliver, S. F. Municipal Railway
Sabina Ubell, Peer Assistance Program

(1) **CALL TO ORDER** – Chairman Martin called the January 8, 2002 Municipal Railway Improvement Fund special meeting to order.
Speaker: Lawrence Martin
Action: None
Public Comment: None

(2) **ROLL CALL WAS CONDUCTED.**

(3) **Review of MIF minutes of November 27, 2001, regular meeting and December 17, 2001, special meeting.**

Chairman Martin asked that approval of the meeting minutes of the November 27, 2001, regular meeting and December 17, 2001, special meeting be tabled until the next regular meeting of the Board of Trustees.

Speaker: Lawrence Martin, Jacqueline Morante, Geoffrey Piller, and Judith Teichman
Action: None
Public Comment: None

(4) **PUBLIC COMMENT -** None

(5) **Program Management - Municipal Railway Improvement Fund Draft Budget for 2002 – 2003.**

Mr. Beagle presented a draft Fund budget for FY 2002 – 2003 which incorporates changes requested by the Board during prior discussion of the draft. Mr. Beagle introduced Ms. Alicia Fletcher of Muni Finance and Ms. Fletcher reviewed Muni Finance report entitled "General Fund Summary" dated December 31, 2001 addressed to the MTA Board of Directors conceming fiscal years 2001-2002 and 2002-2003. Ms. Fletcher also reviewed Muni's overall budget for the actual and projected expenditures for FY 2002, and proposed expenditure costs for FY 2003. She stated that the City Controller's office informed General Manager Burns that Muni was expected to make cuts of twenty-million dollars in FY 2001-2002 due to the economic slowdown and resulting shortfall in revenues and that even larger cut backs are expected for FY 2002-2003. Chairman Martin stated that General Manager Burns has asked the Municipal Railway Improvement Fund to cut its 2001-2002 budget by $300,000. Ms. Fletcher noted that Muni's budget would be presented and reviewed for approval by the MTA Board of Directors on March 1, 2002. After discussion, the Trustees asked Ms. Fletcher to retum for the Board's January 22 meeting and provide a detailed report detailing Muni's overall deficit and its proposals to balance the budget. Ms. Fletcher was thanked for her report and she was excused from the meeting.

Mr. Beagle then presented a draft budget for FY 2002-2003. Chairman Martin stated that in light of the latest Muni budget developments he and Mr. Beagle would meet with General Manager Burns and reschedule their meeting with Operations Manager, Lisa Mancini to discuss 2002-2003 budget. Trustee Gourdine asked Mr. Beagle to review the savings which would result from the reduction of the Ambassador Training Program from a six days to five and to present his calculations at the next Board meeting. It was further noted that stated as a percentage, the decrease in the Municipal Railway budget requested by the General Manager is substantially higher than the reduction for Muni overall. After this discussion, **a Motion was made, seconded, and carried to** table discussion of the 2002-2003 budget pending review of the proposed cuts to the 2001-2002 budget and to direct fund staff to present a

proposals for cuts in the 2001-2002 budget at the next Board meeting.

Speaker:	Ray Antonio, Danny Beagle, Jim Bourgart, Shirley Breyer-Black, Alicia Fletcher, Andrea Gourdine, Lawrence Martin, Audrey Rice-Oliver, and Judith Teichman.
Ayes:	Ray Antonio, Shirley Bryer-Black, Jim Bourgart, Claire Caldwell Daniel Daly, Andrea Gourdine, Weston Hatch, Irwin Lum, John Madden, Lawrence Martin, Judith Teichman.
Action:	Approved
Motion:	210
Public Comment:	None

(6) **Adjournment:** There being no further business the meeting was adjourned at 4:50 p.m.

Respectfully submitted by:
Geoffrey Piller, Board Secretary

GP:jm

jm opeiu 3 afl cio142

NOTICE OF REGULAR MEETING AND AGENDA
FOR THE
MUNICIPAL RAILWAY IMPROVEMENT FUND
TUESDAY, JANUARY 22, 2002
3:30 P.M.
CROWNE PLAZA UNION SQUARE
480 Sutter Street, San Francisco
Cable Car Room – Mezzanine

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/02 **(1) CALL TO ORDER**

(2) ROLL CALL

01-17-02P04:12 RCVD

(3) MIF MINUTES OF NOVEMBER 27, 2001 REGULAR MEETING, DECEMBER 17, 2001 AND JANUARY 8, 2002 SPECIAL MEETINGS – Review of the minutes and action as required.

(4) PUBLIC COMMENT - At this time, members of the public may address the Fund on items of interest to the public that are within the subject matter jurisdiction of the Fund, except agenda items. With respect to agenda items, your opportunity to address the Fund will be afforded when the item is reached in the meeting, with one exception. When the agenda item has already been reviewed in a public hearing at which members of the public were allowed to testify and the Fund has closed public hearing, your opportunity to address the Fund must be exercised during the Public Comment portion of the calendar. Each member of the public may address the Fund for up to three minutes. If it is demonstrated that comments by the public will exceed 15 minutes, the Chairperson or Vice-Chairperson may continue Public comment to another time during the meeting.

(5) ITEMS TO BE CONTINUED - None

PROGRAMS OF THE MUNICIPAL RAILWAY IMPROVEMENT FUND

a) Program Management
- i) 2001-2002 Proposed Budget cuts to conform to overall Muni Budget cuts – Action as required.
- ii) Draft Budget for 2002-2003 – Action as required.
- iii) "Career Ladder" proposed by City College of San Francisco – Action as required.

b) **Ambassador Training Program**
- **i)** Attendance and Participation – Action as required.
- **ii)** Train-the-Trainer Program – Action as required.

c) **Employee Assistance and Peer Assistance Program**
- i) EAP report dated January 16, 2002 – Action as required.
- ii) PAP report dated January 16, 2002 – Action as required.
- iii) Report concerning responses to Muni/Municipal Railway Improvement Fund joint RFP for EAP and PAP services – Action as required.

d) **"Friends of Muni"**
- i) Staff reports concerning Visitacion Valley Community Meeting, Kirkland Division Meeting – Action as required.

c) **Destinations/Ambassador Newsletters**
- i) Status update – Action as required.

e) MIF/Muni Employee/Family Health Initiative
- i) Update – Action as required.

(6) ADJOURNMENT

NOTICE OF REGULAR MEETING AND AGENDA
FOR THE
MUNICIPAL RAILWAY IMPROVEMENT FUND
TUESDAY, JANUARY 22, 2002
3:30 P.M.
CROWNE PLAZA UNION SQUARE
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Cable Car Room – Mezzanine

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Ordinance Task Force. You may obtain a copy of the Sunshine Ordinance or obtain information concerning the Sunshine Ordinance at the following address:

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Fax: (415) 554-6177
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The public may inspect documents referred to in this agenda during normal business hours – 9:00 a.m. to 5:00 p.m. from: Jacqueline Morante, Municipal Railway Improvement Fund, 1508 Fillmore Street, Suite 211, San Francisco, CA 94115, and you may also call (415) 440-6823.

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MINUTES OF THE
MUNICIPAL RAILWAY IMPROVEMENT FUND
REGULAR MEETING
TUESDAY, JANUARY 22, 2002
CROWNE PLAZA UNION SQUARE
480 Sutter Street
San Francisco, CA
Cable Car Room – Mezzanine
3:30 p.m.

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TRUSTEES PRESENT: Ray Antonio
Jim Bourgart
Claire Caldwell
Daniel Daly
Andrea Gourdine
Lawrence Martin (Chairman)

ALTERNATE TRUSTEES PRESENT: Shirley Breyer-Black
Irwin Lum
John Madden
Judith Teichman

ABSENT: Weston Hatch (A)

STAFF IN ATTENDANCE: Danny Beagle, Program Coordinator
Jacqueline Morante, Staff

ALSO IN ATTENDANCE: Martha Johnson, S. F. Municipal Railway
Audra Knight, Knight & Associates
Audrey Knight, Knight & Associates
Gayle Orr-Smith
Audrey Rice-Oliver, S. F. Municipal Railway
Sabina Ubell, Peer Assistance Program

(1) **CALL TO ORDER** – Chairman Martin called the January 22, 2002 Municipal Railway Improvement Fund regular meeting to order.

(2) **ROLL CALL WAS CONDUCTED.**

(3) **MINUTES OF NOVEMBER 27, 2001 REGULAR MEETING, DECEMBER 17, 2001 AND JANUARY 8, 2002 SPECIAL MEETINGS** - Chairman Martin asked the Board to review the minutes of the Municipal Railway Improvement Fund Board of Trustees regular meeting of November 27, 2001, and special meetings of December 17, 2001 January 8, 2002. After review, **a Motion was made, seconded, and carried to** approve the minutes of November 27, 2001 regular meeting, December 17, 2001

and special meeting as presented. **A motion was made, seconded and carried to** approve the minutes of the special meeting of January 8, 2002, with the following corrections: Page one, in attendance, delete and correct the spelling of Shirley Breyer-Black and revise the sentence in paragraph two on line four to read as follows – "Trustee Gourdine asked Mr. Beagle to review the savings which would result from the reduction of the Ambassador Training Program from a six days to five and to present his calculations at the next Board meeting."

Speaker: Ray Antonio, Danny Beagle, John Madden, Lawrence Martin, Audrey Rice-Oliver, and Judith Teichman.
Action: Approved
Ayes: Antonio, Bourgart, Breyer-Black, Caldwell, Daly, Gourdine, Lum, Madden, Martin, and Teichman
Motion: 211
Public Comment: None

(4) **PUBLIC COMMENT** - None

(5) **PROGRAMS OF THE MUNICIPAL RAILWAY IMPROVEMENT FUND**

(a) **Program Management**

i) Municipal Railway Improvement Fund Draft Budget for 2002 – 2003

Mr. Beagle presented and reviewed a report entitled, "Coordinator's Report Municipal Railway Improvement Fund" dated January 22, 2002. He reported that he is still working on reducing the overall budget for FY 2001-2002 and that he would meet with Chairman Martin, General Manager Burns, and Muni's Chief Operations Manager, Ms. Mancini on January 23, 2002 to discuss proposed reductions in the MIF budget and the Ambassador Training Program, including the Program's impact on PSR's, absenteeism, workers compensation claims, and accidents. The Board asked Mr. Beagle to research for review at the next Board meeting the following issues: 1) Where has Muni held monies allocated to the MIF remaining from the 2000-2001 fiscal year? 2) How does Muni have the MIF programs listed (and where) in its Budget? 3) How did Muni arrive at 20% budget reduction for the MIF? 4) How could Muni assure the minimum number of participants into the Ambassadors sessions?

Speaker: Ray Antonio, Danny Beagle, John Madden, Lawrence Martin, Audrey Rice-Oliver, and Judith Teichman.
Action: None
Motion: None
Public Comment: None

ii) Draft Budget for 2002-2003

Mr. Beagle reported that he would present the draft budget for FY 2002-2003 at the next Board meeting.

iii) Career Ladder proposed by City College of San Francisco

Mr. Beagle reported that he is working with City College on the proposal for the Ambassadors and Career Ladder Programs and he will meet with the City College Chancellor and Staff on January 23, 2002 to review the budget, grant proposal, and curriculum development. The Trustees asked Mr. Beagle to report on how the Career Ladder is intended to benefit Muni employees at the next meeting.

Speaker: Danny Beagle, Jim Bourgart, and Judith Teichman.
Action: None
Motion: None
Public Comment: None

b) Ambassador Training Program

i) Attendance and Participation

Mr. Beagle reported that he and Chairman Martin met with Muni Chief Operations Manager Lisa Mancini on January 9, 2002, and, after discussion, they agreed to cancel the Ambassador Training Program scheduled for the remaining weeks of January, 2002 and to resume training in February because of there weren't enough participants to fill the classes. Messrs. Martin and Beagle plan to meet again with Ms. Mancini on January 23, 2002 to discuss class module reduction of six days of training to five days and the prospects for completing the Ambassador Training Program in-house.

Speaker: Danny Beagle, Jim Bourgart, and Judith Teichman.
Action: None
Ayes: None
Public Comment: None

ii) Train-the-Trainer Program

Mr. Beagle reported that Muni has not yet found a senior trainer to train the training staff, and a curriculum and classification number for this position still needs to be established. Mr. Beagle plans to meet with Mr. Burns to discuss this matter and will report at the next Board meeting.

Speaker: Danny Beagle, Jim Bourgart, and Judith Teichman.
Action: None
Motion: None
Public Comment: None

c) Employee Assistance and Peer Assistance Program

i) EAP/PAP reports dated January 16, 2002

Ms. Sabina Ubell presented and reviewed a report entitled "Peer Assistance Program and Employee Assistance Program Accomplishments". After review, Ms. Ubell stated that the Peer Assistance has been monitoring all incoming calls received in the evening and that that they would continue to record all out reach cases in detail

for future reports. Ms. Ubell was asked to provide a detailed monthly report for each Board meeting and to send these reports to General Manager Burns. Ms. Ubell stated that the PAP's are in the process of becoming certified Peer Assistance Counselors on alcohol and drug abuse through a program at UC Berkeley.

Speaker: Andrea Gourdine, John Madden, Larry Martin, Judith Teichman, and Sabina Ubell,
Action: None
Motion: None
Public Comment: None

ii) **Report Concerning responses to Muni/Municipal Railway Improvement Fund joint RFP for EAP and PAP services.**

No Report.

Speaker: None
Action: None
Motion: None
Public Comment: None

d) **"Friends of Muni"**

i) **Visitacion Valley Community Meeting and Kirkland Division Meeting.**

Mr. Beagle reported that Mr. Burton Maxwell was unable to attend today's meeting and noted that the open house community meetings at Visitacion Valley were very well received by the community and future meetings would be scheduled on February 10, 2002, 11:00 a.m. at Muni Kirkland Division and March, 2002 at Muni Flynn Division.

Speaker: Danny Beagle, Jim Bourgart, and Judith Teichman.
Action: None
Ayes: None
Public Comment: None

e) **Destinations/Ambassador Newsletter**

Ms. Gayle Orr-Smith reported that the January and February Ambassador Newsletter has already been printed and distributed and she noted that she is meeting with the TWU Chairpersons at a "brainstorming" session to be held on January 24, 2002, 9:00 a.m. for the Ambassador Newsletter.

Speaker: Gayle Orr-Smith
Action: None
Motion: None
Public Comment: None

f) **MIF/Muni Employee/Family Health Initiative**

Mr. Beagle stated that he did not have anything to report at this time on the health initiative.

(5) **Adjournment:** There being no further business the meeting was adjourned at 4:50 p.m.

Respectfully submitted by:
Geoffrey Piller, Board Secretary

GP:jm

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NOTICE OF REGULAR MEETING AND AGENDA FOR THE MUNICIPAL RAILWAY IMPROVEMENT FUND

TUESDAY, FEBRUARY 26, 2002
3:30 P.M.
CROWNE PLAZA UNION SQUARE
480 Sutter Street, San Francisco
Sutter I Room – Mezzanine

02-27-02A10:29 RCVD

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(1) **CALL TO ORDER**

(2) **MIF MINUTES OF JANUARY 22, 2002 REGULAR MEETING – Review of Minutes and action as required.**

(3) **ROLL CALL**

(4) **PUBLIC COMMENT** - At this time, members of the public may address the Fund on items of interest to the public that are within the subject matter jurisdiction of the Fund, except agenda items. With respect to agenda items, your opportunity to address the Fund will be afforded when the item is reached in the meeting, with one exception. When the agenda item has already been reviewed in a public hearing at which members of the public were allowed to testify and the Fund has closed public hearing, your opportunity to address the Fund must be exercised during the Public Comment portion of the calendar. Each member of the public may address the Fund for up to three minutes. If it is demonstrated that comments by the public will exceed 15 minutes, the Chairperson or Vice-Chairperson may continue Public comment to another time during the meeting.

(5) **ITEMS TO BE CONTINUED** - None

(6) **PROGRAMS OF THE MUNICIPAL RAILWAY IMPROVEMENT FUND**

(a) **Program Management**
- i) Revised Budget for FY 2001-2002 – Action to approve.
- ii) Budget for 2002 - 2003 – Action to approve.
- iii) Grant Proposal: California State Employment Development Department Update – Action as required.
- iv) Grant Administration: Municipal Railway Improvement Fund as financial agency – Action as required.
- v) Report concerning requests for proposal for Municipal Railway Improvement Fund professional and support services for FY 2002-2003 – Action as required.

(b) **Ambassador Training Program**
- i) Participation and scheduling – Action as required.
- ii) Train-the-Trainer Program – Action as required.

(c) **Employee Assistance and Peer Assistance Program**
- i) EAP report dated February 20, 2002 – Action as required.
- ii) PAP report dated February 20, 2002 – Action as required.
- iii) Status of EAP/PAP Joint Request for Proposal with Muni/Municipal Railway Improvement Fund – Action as required.

(d) **"Friends of Muni"**
- i) Update on activities – Action as required.

(e) **Publications**
- i) Report concerning "Destinations" Newsletter – action as required.
- ii) Report concerning "Ambassador" Newsletter – Action as required.

(f) **MIF/Muni Employee/Family Health Initiative**
- i) Planning update – Action as required.

(7) **ADJOURNMENT**

NOTICE OF REGULAR MEETING AND AGENDA
FOR THE
MUNICIPAL RAILWAY IMPROVEMENT FUND
TUESDAY, FEBRUARY 26, 2002
3:30 P.M.
CROWNE PLAZA UNION SQUARE
480 Sutter Street, San Francisco
Sutter I Room – Mezzanine

NOTE - **Items listed on this calendar will not be heard before the stated time.**

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2/26/02

MINUTES OF THE
MUNICIPAL RAILWAY IMPROVEMENT FUND
REGULAR MEETING
TUESDAY, FEBRUARY 26, 2002
CROWN PLAZA UNION SQUARE
480 Sutter Street
San Francisco, CA
Cable Car Room – Mezzanine
3:30 p.m.

TRUSTEES PRESENT: Ray Antonio
James Bourgart
Weston Hatch
Lawrence Martin (Chairman)

ALTERNATE TRUSTEES PRESENT: Shirley Breyer-Black
John Madden
Judith Teichman

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ABSENT: Claire Caldwell
Dan Daly
Andrea Gourdine
Irwin Lum

STAFF IN ATTENDANCE: Danny Beagle, Program Coordinator
Michael Nelson (on behalf of the Board Secretary)
Sharon Ravarra, Staff

ALSO IN ATTENDANCE: Laura Gieben, StirFry Seminars & Consulting
Martha Johnson, SF Muni Railway
Audra Knight, Knight & Associates
Audrey Knight, Knight & Associates
Burton Maxwell, FOM Community Organizer
Gayle Orr-Smith, Heiress Consulting
Audrey Rice-Oliver, SF Muni Railway
Wanda Ravenell, Heiress Consulting

(1) **CALL TO ORDER** - Chairman Martin called the February 26, 2002 Municipal Railway Improvement Fund meeting to order.

(2) **ROLL CALL WAS CONDUCTED.**

(3) **MINUTES OF JANUARY 22, 2002** - Chairman Martin asked the Board to review the minutes of Municipal Railway Improvement Fund Board of Trustees meeting of January 22, 2002. After review, **a motion was made, seconded and carried to approve the minutes of the January 22, 2002 Meeting of the Board of Trustees, as presented.**

SPEAKER: Lawrence Martin, Ray Antonio and Judith Teichman
ACTION: Approved
AYES: Antonio, Black, Bourgart, Hatch, Madden, Martin and Teichman
MOTION: 212
PUBLIC COMMENT: None

(4) **PUBLIC COMMENT** - None

(5) **ITEMS TO BE CONTINUED** - Agenda Item 6(a)(v) "Report Concerning Requests for Proposal for Municipal Improvement Fund professional and support services for FY 2002-2003."

(6) **PROGRAMS OF THE MUNICIPAL RAILWAY IMPROVEMENT FUND**

(a) **Program Management**

i) **Municipal Railway Improvement Fund Budgets for FY 2001/2002 and FY 2002/2003**

Mr. Beagle presented his report dated February 26, 2002 and reviewed the final allocation of the FY 2001-2002 MRIF budget cuts totaling $300,000. He then reviewed the proposed FY 2002-2003 budget, noting that proposed cuts in the portion of the budget allocated to the Ambassadors Training Program would be achieved through the use of Training Department trainers after they have successfully completed the "train the trainers" course. He reviewed other cuts contained in the 2002-2003 budget in the allocations for the *Ambassador* Newsletter, the *Destinations* Newsletter, and in Friends of Muni staffing.

ii) **"Career Ladder" Program**

Mr. Beagle reviewed the process for acceptance and administration of the State EDD monies awarded for the "Career Ladder" program to be run through City College. He discussed the process for administration of the grant and who would act as "fiscal agent" for purposes of administration of the grant. After discussion, the Board tabled action on the administration of the grant.

Speaker: Danny Beagle, John Madden, Lawrence Martin, and Audrey Rice-Oliver
Action: None
Motion: None
Public Comment: None

(b) **Ambassadors Training Program**

Attendance and Participation/"Train the Trainer"
Mr. Beagle reported that, given the budgetary constraints, the Ambassador training sessions have been suspended temporarily and will be resumed as soon as the "train the trainer" program with the Muni Training Department gets underway.

Speaker:	Danny Beagle
Action:	None
Motion:	None
Public Comment:	None

(c) **Employee Assistance and Peer Assistance Programs**

EAP/PAP reports dated February 20, 2002
Ms. Ubell presented and reviewed an EAP Report for the period July 2001 through February 20, 2002 and Peer Assistance Program Report for the month of January 2002. After discussion of the reports the Board asked that Claremont's future reports provide greater detail and, to the extent privacy concerns allow, examples of the types of casework performed by the Peer Assistants.

Speaker:	Sabina Ubell, Lawrence Martin, Judith Teichman
Action:	None
Motion:	None
Public Comment:	None

(d) **"Friends of Muni" Program**

Mr. Maxwell reported that the "Friends of Muni" open house held at the Kirkland Division on February 10, 2002 was very well attended. After reviewing who attended and summarizing the type of questions asked by the public, Mr. Maxwell stated that he was planning a Presidio Division open house and a FOM meeting at the Senior Center at Aquatic Park.

Speaker:	Burton Maxwell
Action:	None
Motion:	None
Public Comment:	None

(e) **Destinations/Ambassador Newsletter**

Ms. Orr-Smith reviewed her efforts to meet with Muni staff to discuss the proposed consolidation of Fund and Muni publications to the extent that these publications share

common goals and the same intended target readership. She also summarized the results of the latest polling concerning rider response to *Destinations*. Ms. Orr-Smith concluded her report by introducing new publications Managing Editor Wanda Ravenell, who discussed plans for *Destinations* and *The Ambassador* Newsletter for the year.

Speaker: Gayle Orr-Smith and Wanda Ravenrell
Action: None
Motion: None
Public Comment: None

(f) MIF/MUNI Health Initiative

Mr. Beagle reported on the discussion at a preliminary meeting with Mr. Larry Williams and Muni staff and noted that a follow-up meeting is planned for March 8, 2002.

Speaker: Danny Beagle
Action: None
Motion: None
Public Comment: None

(7) ADJOURNMENT

There being no further business, the meeting was adjourned at 5 p.m.

Respectfully Submitted,
Geoffrey Piller, Board Secretary

GP:ym

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26/02

NOTICE OF REGULAR MEETING AND AGENDA
FOR THE
MUNICIPAL RAILWAY IMPROVEMENT FUND
TUESDAY, March 26, 2002
3:30 P.M.
CROWNE PLAZA UNION SQUARE
480 Sutter Street, San Francisco
Sutter I Room – Mezzanine

(1) **CALL TO ORDER**

(2) MIF MINUTES OF FEBRUARY 26, 2002 REGULAR MEETING – Review of Minutes and action as required.

(3) **ROLL CALL**

(4) **PUBLIC COMMENT** - At this time, members of the public may address the Fund on items of interest to the public that are within the subject matter jurisdiction of the Fund, except agenda items. With respect to agenda items, your opportunity to address the Fund will be afforded when the item is reached in the meeting, with one exception. When the agenda item has already been reviewed in a public hearing at which members of the public were allowed to testify and the Fund has closed public hearing, your opportunity to address the Fund must be exercised during the Public Comment portion of the calendar. Each member of the public may address the Fund for up to three minutes. If it is demonstrated that comments by the public will exceed 15 minutes, the Chairperson or Vice-Chairperson may continue Public comment to another time during the meeting.

(5) **ITEMS TO BE CONTINUED** - None

(6) **PROGRAMS OF THE MUNICIPAL RAILWAY IMPROVEMENT FUND**

(a) **Program Management**
- i) Grant Proposal: California State Employment Development Department action as required.

(b) **Ambassador Training Program**
- i) Report concerning implicating of the Train-the-Trainer Program – action as required.

(c) **Employee Assistance and Peer Assistance Program**
- i) EAP Report – Action as required
- ii) PAP Report – Action as required
- iii) EAS/PAP Joint Request for Proposal with Muni for contract starting January 1 ,2002– Update

(d) **"Friends of Muni"**
- i) Report concerning activities for the months of February and March 2002

(e) **Publications**
- i) Report concerning Destinations Newsletter
- ii) Report concerning Ambassador Newsletter

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(7) ADJOURNMENT

NOTICE OF REGULAR MEETING AND AGENDA
FOR THE
MUNICIPAL RAILWAY IMPROVEMENT FUND
TUESDAY, MARCH 26 2002
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Fax: (415) 554-6177
Email: Rachel_AmstineO'Hara@ci.sf.ca.us

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The public may inspect documents referred to in this agenda during normal business hours – 9:00 a.m. to 5:00 p.m. from: Jacqueline Morante, Municipal Railway Improvement Fund, 1508 Fillmore Street, Suite 211, San Francisco, CA 94115, and you may also call (415) 440-6823.

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MINUTES OF THE
MUNICIPAL RAILWAY IMPROVEMENT FUND
REGULAR MEETING
TUESDAY, MARCH 26, 2002, 2002
CROWNE PLAZA UNION SQUARE
480 Sutter Street
San Francisco, CA
Cable Car Room – Mezzanine
3:30 p.m.

TRUSTEES PRESENT: Ray Antonio
Jim Bourgart
Claire Caldwell
Andrea Gourdine

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ALTERNATE TRUSTEES PRESENT: Shirley Breyer-Black
Irwin Lum
John Madden
Weston Hatch

ABSENT: Lawrence B. Martin
Judith Telchman
Dan Daly

STAFF IN ATTENDANCE: Danny Beagle, Program Coordinator
Geoffrey Piller, Board Secretary
Yolanda Mora, Staff

ALSO IN ATTENDANCE:
Burton Maxwell, FOM Community Organizer
Audrey Rice-Oliver, S. F. Municipal Railway
Sabina Ubell, Peer Assistance Program
Deborah Woodley, Peer Assistance Program

(1) **CALL TO ORDER** – Acting Chairperson Andrea Gourdine called the March 26, 2002 Municipal Railway Improvement Fund regular meeting to order.

(2) **ROLL CALL WAS CONDUCTED**

(3) **MINUTES OF FEBRUARY 26, 2002 REGULAR MEETING -**
Ms. Gourdine asked the Board to review the minutes of the Board of Trustees regular meeting of February 26, 2002. After review, a Motion was made, seconded, and carried to approve the minutes, subject to the following corrections: Page one, in attendance add "Sabina Ubell".

Speakers: Andrea Gourdine, Sabina Uball

Ayes: Ray Antonio, Jim Bourgart, Claire Caldwell, Shirely Breyer-Black, Irwin Lum, John Madden, and Weston Hatch.
Action: Approved
Motion: 213
Public Comment: None

(4) **PUBLIC COMMENT** - None

(5) **PROGRAMS OF THE MUNICIPAL RAILWAY IMPROVEMENT FUND**

a) Career Ladder proposed by City College of San Francisco

Mr. Beagle reviewed the coordinator's report dated February 26, 2002 and discussed:

1. The role of the city controller as "fiscal agent" for purposes of Administration of the Career Ladder grant.
2. The function of the City College/Muni/MIF Steering committee for purposes of Career Ladder Administration;
3. Oversight of the program by the MIF Board of Trustees and the state EDD; and
4. The projected start of classes in September of 2002.

Speakers: Danny Beagle, Jim Bourgart, John Madden, Andrea Gourdine, and Shirely Breyer-Black.
Action: None
Motion: None
Public Comment: None

b) **Ambassador Training Program**

i) Attendance and Participation

Mr. Beagle reviewed the portion of the coordinator's report which discussed the "Train-the-Trainer" program and the status of the Muni Training Division's assumption of the Ambassadors Training Program. He also reviewed a March 8, 2002 memo to which were attached reports from StirFry Seminars and Knight & Associates concerning the status of the "Train-the-Trainer" Program. During discussion of the report the Board expressed the following concerns:

1. that the fund continue to exercise an oversight role with Muni fully assumes day to day responsibility for the Ambassadors Training, and

2. that Muni must assume responsibility for and actually perform the role (heretofore played by the MIF) of regularly reviewing the efficiency of the program (e.g., its impact or miss outs, discipline, worker's compensation, stress-related claims, etc.); and

3. that the MTA continues to receive reports concerning the program. Mr. Beagle noted that there is no attendance and participation report because the training classes are temporarily suspended during completion of the "Train-the-Trainer" Program.

Speaker: Danny Beagle, Jim Bourgart, Shirley Breyer-Black, Claire Caldwell, Irwin Lum, and John Madden.
Action: None
Ayes: None
Public Comment: None

c) **Employee Assistance and Peer Assistance Programs**

i) **EAP/PAP reports dated February 20, 2002**

Ms. Sabina Ubell reported number of cases to date, client activity, type of problems presented and the new schedule for Peer Assistants' site visits. During discussion of the report Ms. Ubell was asked to revise the format to reflect weather the employee was referred to the Program by Muni management, the Union, a co-employee or other means so that the Board can gauge Muni management utilization of the program.

Speaker: Andrea Gourdine, John Madden, Sabina Ubell, Irwini Lum, Deborah Woodley, Geoff Piller, Ray Antonio, and Burton Maxwell.
Action: None
Motion: None
Public Comment: None

ii) **Report Concerning responses to Muni/Municipal Railway Improvement Fund joint RFP for EAP and PAP services.**

Mr. Piller reported that he understands that Claremont was the sole bidder and that Muni is completing the bid and contract process.

Speaker: Geoffrey Piller
Action: None
Motion: None
Public Comment: None

d) **"Friends of Muni"**

i) **Visitacion Valley Community Meeting and Kirkland Division Meeting.**

Mr. Maxwell reported that the meeting was very well attended and focused on friction between school children riding after school lets out for the day and other riders. Mr. Maxwell stated that he has spoken to three different principals concerning this problem and that he would like to have a meeting with police and schools. Mr. Antonio said there is already a monthly meeting with Sergeants and that Mr. Maxwell and the principals of the school in the valley will be invited to attend.

Speaker: Burton Maxwell, and Ray Antonio
Ayes: None
Public Comment: None

e) **Destinations/Ambassador Newsletter**
In Ms. Gayle Orr-Smith's absence Mr. Beagle reported there remain problems getting the Newsletter onto the busses, and that they are working on the distribution problems.

Speaker: Danny Beagle
Action: None
Motion: None
Public Comment: None

f) **MIF/Muni Employee/Family Health Initiative**

Speaker: None
Action: None
Motion: None
Public Comment: None

(6) **Adjournment:** There being no further business the meeting was adjourned at 4:55 p.m.

Respectfully submitted by:
Geoffrey Piller, Board Secretary

GP:ym

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e cancelled
Notice

NOTICE OF REGULAR MEETING AND AGENDA
FOR THE
MUNICIPAL RAILWAY IMPROVEMENT FUND
TUESDAY APRIL 23, 2002
3:30 P.M.
CROWNE PLAZA UNION SQUARE
480 Sutter Street, San Francisco
Sutter I Room – Mezzanine

(1) CALL TO ORDER

(2) MIF MINUTES OF MARCH 26, 2002 REGULAR MEETING – Review of Minutes and action as required.

(3) ROLL CALL

(4) **PUBLIC COMMENT** - At this time, members of the public may address the Fund on items that are within the subject matter jurisdiction of the Municipal Railway Improvement Fund and that do not appear on the agenda.

(5) ITEMS TO BE CONTINUED - None

(6) PROGRAMS OF THE MUNICIPAL RAILWAY IMPROVEMENT FUND

(a) Program Management
- **i)** Report concerning Grant Proposal: California State Employment Development Department – Action as required.
- **ii)** Report concerning Grant Proposal: Institute for Labor and Employment, UC Berkeley – Action as required.
- **iii)** Request for proposal for Fund contracts for fiscal year 2002 – 2003:
  - Fund Coordinator
  - Fund support staff
  - Fund Training Consultants
  - Board Secretary - Action as required.

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(b) Ambassador Training Program
- **i)** Train-the-Trainer Program – Action as required.
- **ii)** Resumption of class and class attendance

(c) Employee Assistance and Peer Assistance Program
- **i)** EAP report – Action as required.
- **ii)** PAP report – Action as required.
- **iii)** EAP/PAP Joint Request for Proposal with Muni - Update

(d) "Friends of Muni"
- **i)** Update on activities for April 2002.

(e) Publications
- **i)** Report concerning "Destinations" Newsletter – Action as required.
- **ii)** Report concerning "Ambassador" Newsletter – Action as required.

(7) ADJOURNMENT

NOTICE OF REGULAR MEETING AND AGENDA
FOR THE
MUNICIPAL RAILWAY IMPROVEMENT FUND
TUESDAY, APRIL 23, 2002
3:30 P.M.
CROWNE PLAZA UNION SQUARE
480 Sutter Street, San Francisco
Sutter I Room – Mezzanine

NOTE - Items listed on this calendar will not be heard before the stated time.

ACCESSIBLE MEETING POLICY - Accessible seating for persons with disabilities (including those using wheelchairs) will be available. In order to assist the City's efforts to accommodate persons with severe allergies, environmental illnesses, multiple chemical sensitivity or related disabilities, attendees at public meetings are reminded that other attendees may be sensitive to various chemical based products. Please help the City accommodate these individuals.

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Fax: (415) 554-6177
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PAGE ONE OF ONE FACSIMILE TRANSMITTAL AND PUBLIC NOTICE

DATE: April 22, 2001

TO: SAN FRANCISCO PUBLIC LIBRARY
Fax: 415-557-4475 Phone: 415-557-4400

FROM: MUNICIPAL RAILWAY IMPROVEMENT FUND
YOLANDA MORA, MIF SECRETARY
Fax: 415-922-9416 Phone: 415-440-6823

COPY TO: MR. GEOFFREY PILLER, MIF BOARD SECRETARY

COMMENTS: PLEASE POST THIS NOTICE FOR PUBLIC VIEWING THANK YOU.

PUBLIC NOTICE

PLEASE BE ADVISED THAT THE MUNICIPAL RAILWAY IMPROVEMENT FUND REGULAR MONTHLY MEETING SCHEDULED FOR TUESDAY, APRIL 23, 2001 AT THE CROWN PLAZA HOTEL AT 3:30 P.M. HAS BEEN CANCELLED AND WILL BE RESCHEDULED FOR ANOTHER DATE.

THANK YOU.

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Muni Improvement Fund

Ambassador/Friends of Muni Program

SPECIAL MEETING

BOARD OF TRUSTEES – NOTICE OF REMINDER

Date: May 2, 2002

To: Trustees, Staff, and Attendees

From: Yolanda Mora, MIF Secretary

For/Copy: Mr. Geoffrey Piller, MIF Board Secretary

Please be advised that the Municipal Railway Improvement Fund Board of Trustees will have a special meeting on,

Date: Wednesday, May 15, 2002

Time: 3:30 P.M.

Location: Crowne Plaza Hotel
Sutter Room 1 - Mezzanine
480 Sutter Street, (Sutter and Powell Sts.)
San Francisco, CA

To confirm your attendance please contact Yolanda Mora at (415) 440-6823 or you may fax this notice with your response to:

Fax Transmittal to: (415) 922-9416

From:_____

__I will attend the MIF Board of Trustees special meeting.
__I will not attend the MIF Board of Trustees special meeting.

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CHAIR
Lawrence B. Martin

VICE-CHAIR

SECRETARY
Claire Caldwell

TREASURER
Andrea Gourdine

TWU TRUSTEES
Lawrence B. Martin
Ray J. Antonio
Claire Caldwell
Weston Hatch
Irwin Lum
Sonny Hall

CITY TRUSTEES
Andrea Gourdine
Daniel Daly
John Madden
Judith Teichman
Jim Bourgart
Shirley Breyer Black

COORDINATOR
Daniel S. Beagle
1736 Franklin Street
Suite 500
Oakland, CA 94107
510-625-7733

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NOTICE OF SPECIAL MEETING AND AGENDA
FOR THE
MUNICIPAL RAILWAY IMPROVEMENT FUND
TUESDAY MAY 15, 2002
3:30 P.M.
CROWNE PLAZA UNION SQUARE
480 Sutter Street, San Francisco
Sutter I Room – Mezzanine

(1) CALL TO ORDER

(2) MIF MINUTES OF MARCH 26, 2002 REGULAR MEETING – Review of Minutes and action as required.

(3) ROLL CALL

(4) PUBLIC COMMENT - At this time, members of the public may address the Fund on items that are within the subject matter jurisdiction of the Municipal Railway Improvement Fund and that do not appear on the agenda.

(5) ITEMS TO BE CONTINUED - None

(6) PROGRAMS OF THE MUNICIPAL RAILWAY IMPROVEMENT FUND

(a) Program Management
- i) Report concerning Grant Proposal: California State Employment Development Department – Action as required.
- ii) Report concerning Grant Proposal: Institute for Labor and Employment, UC Berkeley – Action as required.
- iii) Review of and action to approve request for proposal for Fund contracts for fiscal years 2002 – 2003, 2003-2004 and 2004 –2005 for Program Administration and Board Secretary.
- iv) Report concerning balance of budget for fiscal year 2001-2002

(b) Ambassador Training Program
- i) Train-the-Trainer Program – Action as required.
- ii) Resumption of class and class attendance

(c) Employee Assistance and Peer Assistance Program
- i) EAP report – Action as required.
- ii) PAP report – Action as required.
- iii) EAP/PAP Joint Request for Proposal and 2002 contract with Muni - Update

(d) "Friends of Muni"
- i) Update on activities for April 2002.

(e) Publications
- i) Report concerning "Destinations" Newsletter – Action as required.
- ii) Report concerning "Ambassador" Newsletter – Action as required.

(7) ADJOURNMENT

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NOTICE OF REGULAR MEETING AND AGENDA
FOR THE
MUNICIPAL RAILWAY IMPROVEMENT FUND
TUESDAY, APRIL 23, 2002
3:30 P.M.
CROWNE PLAZA UNION SQUARE
480 Sutter Street, San Francisco
Sutter I Room – Mezzanine

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MINUTES OF THE
MUNICIPAL RAILWAY IMPROVEMENT FUND
SPECIAL MEETING
TUESDAY, MAY 15, 2002
CROWNE PLAZA UNION SQUARE
480 Sutter Street
San Francisco, CA
Cable Car Room – Mezzanine
3:30 p.m.

TRUSTEES PRESENT: Lawrence Martin
James Bourgart
Claire Caldwell

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ALTERNATE TRUSTEES PRESENT: Shirley Breyer-Black
Irwin Lum
Weston Hatch
John Madden

ABSENT: Andrea Gourdine
Judith Telchman
Dan Daly
Ray Antionio

STAFF IN ATTENDANCE: Danny Beagle, Program Coordinator
Geoffrey Piller, Board Secretary
Yolanda Mora, Staff

ALSO IN ATTENDANCE:
Burton Maxwell, FOM Community Organizer
Audrey Rice-Oliver, S. F. Municipal Railway
Sabina Ubell, Peer Assistance Program
Gayle Orr-Smith, Heiress Communications

(1) **CALL TO ORDER –** Chairperson Martin called the May 15, 2002 Municipal Railway Improvement Fund regular meeting to order.

(2) **ROLL CALL WAS CONDUCTED**

(3) **MINUTES OF MARCH 26, 2002 REGULAR MEETING -**
Chairman Martin asked the Board to review the minutes of the Board of Trustees regular meeting of March 26, 2002. After review a motion was made, seconded, and carried to approve the minutes of the March 26, 2002 Board meeting as presented.

Speakers: Lawrence Martin, John Madden
Action: Approved

Ayes: Bourgar, Breyer-Black, Caldwell, Hatch, Lum, Madden, Martin
Motion: 214
Public Comment: None

(4) **PUBLIC COMMENT -** None

(5) ITEMS TO BE CONTINUED - None

(6) PROGRAMS OF THE MUNICIPAL RAILWAY IMPROVEMENT FUND

a) Program Management:
EED Grant
Mr. Beagle presented the "Fund Coordinator's Report" dated April 23, 2002and reviewed the following.

i) Mr. Beagle stated that thanks in part to the assistance of Trustee Madden, the city's process for approval of the acceptance of the EDD "Career Ladder" grand has been completed.

Speakers: Beagle
Action: None
Motion: None
Public Comment: None

ii) Grant Proposal: ILE, UC Berkeley
Mr. Beagle stated that the application process is close to completion, and a response to the applications should be received by mid July, 2002.

Speakers: Madden and Bougart
Action: None
Motion: None
Public Comment: None

b) Ambassador Training Program

i) Attendance and Participation
Mr. Beagle reviewed the portion of the coordinator's report which discussed the "Train-the-Trainer" program and the status of the Muni Training Division's assumption of the Ambassadors Training Program. He stated that the "Train-the-Trainer Program will end this week.

Speaker: Beagle and Martin
Action: None
Motion: None
Public Comment: None

ii) 2001-2002 Budget
Messrs., Martin and Beagle reported that by letter dated date May 1, 2002 General Manager Burns asserted that the Fund has neared the end of its 2002-2002 budget.

Mr. Martin sated that he replied by letter dated May 9, 2002 contesting this conclusion.

Speakers: Martin, Beagle
Action: None
Motion: None
Public Comment: None

c) **Employee Assistance and Peer Assistance Programs**

i) EAP/PAP reports dated March & April, 2002

Ms. Ubell presented a report showing the two programs caseloads as of March 1, 2002.

Speaker: Madden, Ubell, Piller, and Martin
Action: None
Motion: None
Public Comment: None

ii) Muni/Municipal Railway Improvement Fund joint RFP for EAP and PAP services.

Mr. Piller reported that he understands that Claremont was the sole bidder and that Muni is completing the contract process.

Speaker: Geoffrey Piller
Action: None
Motion: None
Public Comment: None

d) **"Friends of Muni"**

i) **Presidio and Richmond Meeting.**

Mr. Maxwell reported that the Presidio Division has temporarily cancelled their scheduled meeting, but that he is working on Taraval and Bernal Heights "Friends" meetings.

Speaker: Maxwell, Martin and Piller
Action: None
Ayes: None
Public Comment: None

e) **Destinations/Ambassador Newsletter**

Ms. Orr-Smith reported she recently met with Fred Stevens to discuss improvement of the maintenance department's distribution of the newsletters.

Speaker: Orr-Smith, Breyer-Black, Martin and Piller
Action: None

Motion: None
Public Comment: None

(7) FUND ADMINISTRATION AND BOARD SECRETARY REQUEST FOR PROPOSAL

After Messrs. Beagle, Maxwell and Orr-Smith asked to be excused. Mr. Piller presented draft requests for Proposal for Fund Administration and Board Secretary. He reviewed the scope of work. Selections process, budget, term and point to be allocated by category. After discussion, Mt. Piller was directed to make revisions suggested by the Board. The Board concluded that the time line for publication and completion of the RFP was such that the Board Chair should assure oversight between Board meetings. The Board also concluded that the naming of a Trustee committee to review the responses to RRP could be tabled until the June meeting. A motion was then made, seconded and carried to (1) approve the draft Fund coordinator and Board Secretary RFP's subject to the revisions suggested by the Board and (2) authorize the chairman to oversee the RFP process on behalf of the Board between the May and June Board meetings.

Speakers: Bougart, Caldwell, Madden, Martin, Piller and Rice-Oliver
Action: Approved
Ayes: Bougart, Caldwell, Madden, Martin, Piller, Rice-Oliver, Breyer-Black, Hatch, Lum
Motion: 215
Public Comment: None

(8) ADJOURNMENT: There being no further business the meeting was adjourned at 5:25 p.m.

Respectfully submitted by:
Geoffrey Piller, Board Secretary

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NOTICE OF REGULAR MEETING AND AGENDA
FOR THE
MUNICIPAL RAILWAY IMPROVEMENT FUND
TUESDAY JUNE 25, 2002
3:30 P.M.
CROWNE PLAZA UNION SQUARE
480 Sutter Street, San Francisco
Sutter I Room – Mezzanine

(1) **CALL TO ORDER**

(2) **MIF MINUTES OF MAY 15, 2002 REGULAR MEETING – Review of Minutes and action as required.**

(3) **ROLL CALL**

(4) **PUBLIC COMMENT** - At this time, members of the public may address the Fund on items that are within the subject matter jurisdiction of the Municipal Railway Improvement Fund and that do not appear on the agenda.

(5) **ITEMS TO BE CONTINUED** - None

(6) **PROGRAMS OF THE MUNICIPAL RAILWAY IMPROVEMENT FUND**

(a) **Program Management**
- i) FY 2001-2002 Budget Shortfall Proposal for Resolution—action as required
- ii) Submission of Requests for Proposal for Fund Administrator and Board Secretary-
  - Review of final RFP.
  - Review of consultants to whom the RFP was sent.
  - Naming of committee to review proposals.
  - Other Actions related to RFP's, as requested.

(b) **EDD Grant**
- i) Review and execution of contract
- ii) Budget—action as required
- iii) Review and execution of MOU with City College of San Francisco

(c) **Ambassador Training Program**
- i) Update on train-the-trainer program
- ii) Update concerning resumption of Ambassador Program

(d) **PAP/PEAR Report**
- i) EAP Report—Action as required
- ii) PAP Report—Action as required

(e) **Friends of Muni**
- i) Report on meeting at Downtown Senior Center
- ii) Report on meeting at Bernal Heights Neighborhood Center
- iii) Report on planned activities

(f) **Destinations/Ambassador Newsletter**
- i) Report concerning status of Waller Press invoices—action as required
- ii) Update on efforts to coordinate MIF and Muni publications
- iii) Other Destinations/Ambassador Newsletter matters

(7) **ADJOURNMENT**

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NOTICE OF REGULAR MEETING AND AGENDA
FOR THE
MUNICIPAL RAILWAY IMPROVEMENT FUND
TUESDAY, JUNE 25, 2002
3:30 P.M.
CROWNE PLAZA UNION SQUARE
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PAGE ONE OF ONE FACSIMILE TRANSMITTAL AND PUBLIC NOTICE

DATE: June 21, 2002

TO: SAN FRANCISCO PUBLIC LIBRARY
Fax: 415-557-4475 Phone: 415-557-4400

FROM: MUNICIPAL RAILWAY IMPROVEMENT FUND
YOLANDA MORA, MIF SECRETARY
Fax: 415-922-9416 Phone: 415-440-6823

COMMENTS: PLEASE POST THIS NOTICE FOR PUBLIC VIEWING THANK YOU.

PUBLIC NOTICE

PLEASE BE ADVISED THAT THE MUNICIPAL RAILWAY IMPROVEMENT FUND REGULAR MONTHLY MEETING SCHEDULED FOR TUESDAY, JUNE 25, 2002 AT THE CROWN PLAZA HOTEL AT 3:30 P.M. HAS BEEN CANCELLED AND WILL BE RESCHEDULED FOR ANOTHER DATE.

THANK YOU.

revised

NOTICE OF SPECIAL MEETING AND AGENDA
FOR THE
MUNICIPAL RAILWAY IMPROVEMENT FUND
TUESDAY JULY 2, 2002
3:30 P.M.
CROWNE PLAZA UNION SQUARE
480 Sutter Street, San Francisco
Sutter I Room – Mezzanine

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JUN 27 2002

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(1) **CALL TO ORDER**

(2) **MIF MINUTES OF MAY 15, 2002 SPECIAL MEETING – Review of Minutes and action as required.**

(3) **ROLL CALL**

(4) **PUBLIC COMMENT** - At this time, members of the public may address the Fund on items that are within the subject matter jurisdiction of the Municipal Railway Improvement Fund and that do not appear on the agenda.

(5) **ITEMS TO BE CONTINUED** - None

(6) **PROGRAMS OF THE MUNICIPAL RAILWAY IMPROVEMENT FUND**

(a) **Program Management**
- i) FY 2001-2002 Budget Shortfall Proposal for Resolution—action as required
- ii) Requests for Proposal for Fund Administrator and Board Secretary—action as required
  - Review of final RFP.
  - Review of consultants to whom the RFP was sent.
  - Naming of Committee to review proposals.
  - Other Actions related to RFP's, as requested.
- iii) Request for proposals for services related to "Career Ladder" Program—action as required
  - Authorization of RFP for Program administration, coordinator and fiscal agency—action as required
  - Authorization of Board Chairman Martin to oversee and approve RFP for Program administration, coordination and fiscal agency.
  - Naming of committee to review proposals
  - Other actions related to RFP—action as required

(b) **Career Ladder Program**
- i) Update concerning status of EDD grant—action as required
- ii) Review of City College Contract—action as required
- iii) Budget—action as required
- iv) Review and approval of costs of budget and contract development-action as required

(c) **Ambassador Training Program**
- i) Update on train-the-trainer program
- ii) Update concerning resumption of Ambassador Program

(d) **PAP/EAP Report**
- i) EAP Report—Action as required
- ii) PAP Report—Action as required

(e) **Friends of Muni**
- i) Report on meeting at Downtown Senior Center
- ii) Report on meeting at Bernal Heights Neighborhood Center
- iii) Report on planned activities—action as required

(f) **Destinations/Ambassador Newsletter**
- i) Report concerning status of Waller Press contract—action as required
- ii) Update on efforts to coordinate MIF and Muni publications
- iii) Other Destinations/Ambassador Newsletter matters

(7) ADJOURNMENT

NOTICE OF SPECIAL MEETING AND AGENDA
FOR THE
MUNICIPAL RAILWAY IMPROVEMENT FUND
TUESDAY, JULY 2, 2002
3:30 P.M.
CROWNE PLAZA UNION SQUARE
480 Sutter Street, San Francisco
Sutter I Room – Mezzanine

NOTE - Items listed on this calendar will not be heard before the stated time.

ACCESSIBLE MEETING POLICY - Accessible seating for persons with disabilities (including those using wheelchairs) will be available. In order to assist the City's efforts to accommodate persons with severe allergies, environmental illnesses, multiple chemical sensitivity or related disabilities, attendees at public meetings are reminded that other attendees may be sensitive to various chemical based products. Please help the City accommodate these individuals.

KNOW YOUR RIGHTS UNDER THE SUNSHINE ORDINANCE - (Chapter 67 of the San Francisco Administrative Code) Government's duty is to serve the public, reading its decisions in full view of the public. Commissions, boards, councils and other agencies of the City and County exist to conduct the people's business. This ordinance assures that deliberations are conducted before the people and that City operations are open to the people's view. For more information on your rights under the Sunshine Ordinance or to report a violation of the ordinance, contact the Sunshine Ordinance Task Force. You may obtain a copy of the Sunshine Ordinance or obtain information concerning the Sunshine Ordinance at the following address:

Rachel Amstine O'Hara, Clerk
City Hall, Room 362
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94102-4683
Office: (415) 554-6171
Fax: (415) 554-6177
Email: Rachel_AmstineO'Hara@ci.sf.ca.us

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The public may inspect documents referred to in this agenda during normal business hours – 9:00 a.m. to 5:00 p.m. from: Yolanda Mora, Municipal Railway Improvement Fund, 1508 Fillmore Street, Suite 211, San Francisco, CA 94115, and you may also call (415) 440-6823.

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MINUTES OF THE
MUNICIPAL RAILWAY IMPROVEMENT FUND
REGULAR MEETING
TUESDAY, JULY 2, 2002
CROWN PLAZA UNION SQUARE
480 Sutter Street
San Francisco, CA
Cable Car Room – Mezzanine
3:30 p.m.

TRUSTEES PRESENT: Ray Antonio
James Bourgart
Claire Caldwell
Dan Daly
Andrea Gourdine
Weston Hatch
Irwin Lum

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ALTERNATE TRUSTEES PRESENT: Shirley Breyer-Black
Judith Teichman
John Madden

STAFF IN ATTENDANCE: Danny Beagle, Program Coordinator
Yolanda Mora, Staff
Geoffrey Piller, Board Secretary

ALSO IN ATTENDANCE: Audra Knight, Knight & Associates
Audrey Knight, Knight & Associates
Suzanne Korey, City College of San Francisco
Gayle Orr-Smith, Heiress Consulting
Audrey Rice-Oliver, Muni
Sabina Ubell, Peer Assistance Program

(1) **CALL TO ORDER** - Chairperson Gourdine called the July 2, 2002 Municipal Railway Improvement Fund meeting to order.

(2) ROLL CALL WAS CONDUCTED.

(3) MINUTES OF MAY 15, 2002 - Chairperson Gourdine asked the Board to review the minutes of Municipal Railway Improvement Fund Board of Trustees meeting of January 22, 2002. After review, **a motion was made, seconded and carried to approve the minutes of the May 15, 2002 Meeting of the Board of Trustees, as presented.**

Speakers:	Andrea Gourdine and Claire Caldwell
Action:	Approved
Ayes:	Antonio, Bourgart, Caldwell, Daly, Gourdine, Hatch, Lum, and Madden.
Motion:	216
Public comment:	None

(4) PUBLIC COMMENT - None

(5) ITEMS TO BE CONTINUED - None

(6) PROGRAMS OF THE MUNICIPAL RAILWAY IMPROVEMENT FUND

(a) Program Management

Mr. Beagle reviewed the following matters contained in the Coordinator's Report dated July 1, 2002.

(i) "Career Ladder" Program

Mr. Beagle and Ms. Korey summarized the implementation status and the Board directed that the Program address the following concerns: (1) Muni's commitment to fully credit for purposes of advancement attendance and completion of Program classes (through MIF coordination with Muni concerning classes offered and class content); (2) Muni's commitment, through scheduling and other means to participation in the Program including, to the extent possible, coordination of classes and scheduled run down times; (3) Muni's general commitment to the Program, including the clear understanding that this is an MIF program; (4) The content of classes must conform to the exams scheduled for the next twelve to twenty-four months so that classes are directly relevant to near term needs and advancements.

Mr. Beagle also reviewed on behalf of Chairman Martin the need for a Program liason who would coordinate the Program on behalf of the Fund with Muni and City College.

Speaker:	Ray Antonio, Danny Beagle, James Bourgart Claire Caldwell, Dan Daly, Andrea Gourdine, Irwin Lum, Suzanne Korey, and John Madden
Action:	None
Motion:	None
Public Comment:	None

(ii) Contract

Mr. Piller distributed and reviewed a draft contract with City College and reviewed in detail the specific services and time line, noting that City College still needs to approve all the terms. After this review **a motion was made, seconded and carried to authorize**

Chairman Martin and Treasurer Gourdine to adopt a final agreement on behalf of the Board.

Speakers:	James Bourgart, Andrea Gourdine, Irwin Lum, John Madden and Geoffrey Piller.
Action:	Approved
Ayes:	Antonio, Bourgart, Caldwell, Daly, Gourdine, Hatch, Lum, and Madden.
Motion:	217
Public comment:	None

(iii) FY 2001-2002 Budget Shortfall

Mr. Beagle reviewed the section of the Coordinator's Report which discussed the budget shortfall for FY 2001-2002 and the resolution of that shortfall through a reduction of the FY 2002-2003 budget. After this review, **a motion was made, seconded and carried to approve the revised budgets for FY 2001-2002 and 2002-2003.**

Speakers:	Claire Caldwell, Andrea Gourdine and John Madden
Action:	Approved
Ayes:	Antonio, Bourgart, Caldwell, Daly, Gourdine, Hatch, Lum, and Madden.
Motion:	218
Public comment:	None

(iv) Request for Proposal for Program Administration

Mr. Piller asked that Mr. Beagle, Dr. and Mr. Knight, and Ms. Orr-Smith to excuse themselves for purposes of this discussion. He reviewed the June 21, 2002 RFP for Program Administration and recommended that (1) the due date for responses should be extended from July 19 to July 22 and (2) the Board name a committee to review the bids and interview applicants. After discussion, **a motion was made, seconded and carried to approve the extension for response to July 22, 2002 and to name Trustees Antonio, Gourdine and Martin to the selection and interview panel.**

Speakers:	Ray Antonio, James Bourgart, Andrea Gourdine, John Madden and Geoffrey Piller.
Action:	Approved
Ayes:	Antonio, Bourgart, Caldwell, Daly, Gourdine, Hatch, Lum, and Madden.
Motion:	219
Public comment:	None

(b) Ambassadors Training Program

Mr. Beagle noted that the training has been temporarily suspended while Muni's Training Department prepares to assume responsibility for training.

Speaker: Danny Beagle
Action: None
Motion: None
Public Comment: None

(c) Employee Assistance and Peer Assistance Programs

EAP/PAP reports dated June 24, 2002
Ms. Ubell presented and reviewed an EAP Report for the period July 2001 through June 2002 and Peer Assistance Program Report for the month of January 2002. After discussion of the reports the Board reviewed the level of detail concerning the cases referred and services provided. Ms. Ubell noted that the reports reflect the attempt to balance the Board's previously noted desire for greater detail alongside privacy and confidentiality concerns.

Speaker: Sabina Ubell and John Madden
Action: None
Motion: None
Public Comment: None

(d) "Friends of Muni" Program

Mr. Beagle reported on the Senior downtown lines meeting held on June 12 and the Bernal Heights meeting held June 13.

(e) Publications

Ms. Orr-Smith also noted that because Waller Press's billing for FY 2001-2002 is still outstanding, publication of the July issue of *Destinations* has been delayed. Ms. Rice-Oliver and Mr. Piller noted that payment of Waller's invoices appears to be nearing completion. Ms. Gourdine requested for the next Board Meeting a summary of all outstanding contracts, invoices, requests for proposal and future RFPs. Ms. Orr-Smith also reviewed her discussions to date with Muni concerning consolidation of MIF and Muni publications.

Speaker: Gayle Orr-Smith, Geoffrey Piller and Audrey Rice-Oliver
Action: None
Motion: None
Public Comment: None

(7) ADJOURNMENT

There being no further business, the meeting was adjourned at 5:30 p.m.

Respectfully Submitted,
Geoffrey Piller, Board Secretary

GP:jm

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PAGE ONE OF ONE FACSIMILE TRANSMITTAL AND PUBLIC NOTICE

DATE: July 16, 2002

TO: SAN FRANCISCO PUBLIC LIBRARY
Fax: 415-557-4475 Phone: 415-557-4400

FROM: MUNICIPAL RAILWAY IMPROVEMENT FUND
YOLANDA MORA, MIF SECRETARY
Fax: 415-922-9416 Phone: 415-440-6823

COMMENTS: PLEASE POST THIS NOTICE FOR PUBLIC VIEWING THANK YOU.

PUBLIC NOTICE

PLEASE BE ADVISED THAT THE MUNICIPAL RAILWAY IMPROVEMENT FUND REGULAR MONTHLY MEETING SCHEDULED FOR TUESDAY, JULY 23, 2002 AT THE CROWN PLAZA HOTEL AT 3:30 P.M. HAS BEEN CANCELLED.

THANK YOU.

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NOTICE OF REGULAR MEETING AND AGENDA
FOR THE
MUNICIPAL RAILWAY IMPROVEMENT FUND
TUESDAY, AUGUST 27, 2002
3:30 P.M.
CROWNE PLAZA UNION SQUARE
480 Sutter Street, San Francisco
Sutter III Room – Mezzanine

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/02

(1) **CALL TO ORDER**

(2) **MIF MINUTES OF JULY 2, SPECIAL MEETING – Review of Minutes and action as required.**

(3) **ROLL CALL**

(4) **PUBLIC COMMENT** - At this time, members of the public may address the Fund on items of interest to the public that are within the subject matter jurisdiction of the Fund, except agenda items. With respect to agenda items, your opportunity to address the Fund will be afforded when the item is reached in the meeting, with one exception. When the agenda item has already been reviewed in a public hearing at which members of the public were allowed to testify and the Fund has closed public hearing, your opportunity to address the Fund must be exercised during the Public Comment portion of the calendar. Each member of the public may address the Fund for up to three minutes. If it is demonstrated that comments by the public will exceed 15 minutes, the Chairperson or Vice-Chairperson may continue Public comment to another time during the meeting.

(5) **PROGRAMS OF THE MUNICIPAL RAILWAY IMPROVEMENT FUND**

(a) **Program Management**

(i) Revised budget and spending for plan for FY 2002-2003 – Action as required.

(ii) Report concerning status of outstanding invoices, contracts, and RFPs – Action as required.

(iii) RFPs

- Fund Program Administration RFP – Action as required.
- Board Secretary RFP – Action as required.

(iv) Contracts

Extension of FY 2001-2002 contracts for First Quarter of FY 2002-2003 – action to approve:

- Beagle & Bleiweiss Communications – Action as required.
- Beeson, Tayer & Bodine – Action as required.
- Knight & Associates – Action as required.
- Stirfry Seminars & Consulting – Action as required.
- TWU Local 250-A – Action as required.

(b) **Ambassador Training Program**

(i) Resumption of Training – Action as required.

(ii) Budget for Resumption of Training – Action as required.

(c) **Employee Assistance and Peer Assistance Program**

(i) Employee Assistance Program Report – Action as required.

(d) **"Friends of Muni"**

(i) Update on activitics – Action as required.

(e) **Publications**

(i) Update on activities – Action as required.

(f) **San Francisco Career Ladder Training Grant**

(i) MOU with CCSF – Action as required.

(ii) "Contracts with other Providers"

- Beagle & Bleiweiss – Action as required.
- Beeson, Tayer and Bodine – Action as required.
- Career Program Coordinator, Frank Lee – Action as required.
- Haile Girma. – Action as required.

(iii) Update on curriculum development – Action as required.

(iv) Update on recruitment and outreach – Action as required.

(6) **ADJOURNMENT**

NOTICE OF REGULAR MEETING AND AGENDA
FOR THE
MUNICIPAL RAILWAY IMPROVEMENT FUND
TUESDAY, AUGUST 27, 2002
3;30 P.M.
CROWNE PLAZA UNION SQUARE
480 Sutter Street, San Francisco
Sutter III Room – Mezzanine

NOTE - **Items listed on this calendar will not be heard before the stated time.**

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Ordinance Task Force. You may obtain a copy of the Sunshine Ordinance or obtain information concerning the Sunshine Ordinance at the following address:

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City Hall, Room 362
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94102-4683
Office: (415) 554-6171
Fax: (415) 554-6177
Email: Rachel_ArnstineO'Hara@ci.sf.ca.us

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Muni Improvement Fund
Tel: 415 440 6823
FAX: 415 922 9416

Memo

To: Board of Trustees, Municipal Railway Improvement Fund

From Danny Beagle, Coordinator

CC:

Date: 08/21/02

Re: Summary of Outstanding Invoices, Contracts and RFPs

Please note that the August 15 memo from Board Secretary Geoffrey Piller was written before the decision to re-issue the RFP for Fund Program Coordination was made. Board Secretary Piller will present a further report on this situation at the Board of Trustees meeting on August 27.

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(1932 - 2001)

OF COUNSEL
JOSEPH C. WAXMAN

MEMORANDUM

To: Board of Trustees, Municipal Railway Improvement Fund
From: Geoffrey Piller
Date: August 15, 2002
Re: ***Summary of Outstanding Invoices, Contracts, and RFPs***

At the July Board Meeting I was asked to summarize the status of the Fund's contracts and outstanding invoices.

- **Fund Program Coordination**: The June 21, 2002 RFP for all Fund work other than Board Secretary and "Career Ladder"-related work has been extended for resubmission until August 30. While that process is pending, Muni has agreed that the existing contracts (Beagle, Beeson, Local 250A, the trainers) should be extended for three months (July -September). The extensions have been submitted in draft to the City Attorney and Office of Contracts Administration. In the meantime, billing accrued for the months of July and August will not be paid until there is a contract in place. However, because Fund programs other than the "Career Ladder" program (see below) have been on hiatus since July, Beagle & Bleiweiss (and its subcontractors) and the trainers should have little, if any, billing. Given the ebb and flow of RFPs and contracts, my work as Board Secretary for the months of July and August has been substantial but cannot be billed until there is a contract in place.

- **Waller Press**: Waller has been paid for all outstanding invoices except a substantial late fee incurred because the billing for FY 2001-2002 was not paid until July. Waller has been advised that the City does not pay late fees.

- **Claremont**: Claremont was paid through the end of calendar year 2001 and the new joint contract with Muni begins January 1, 2002. As of this writing Muni has not completed the contract and Claremont cannot be paid until a contract is in place. Payments due Claremont are part of the recently revised budget.

- **Board Secretary**: While, as noted above, there is a three month extension of the FY 2001-2002 contract pending, if an RFP is required for Board Secretary this office cannot both prepare it and respond to it.

- **Career Ladder**: August 1 Frank Lee assumed the new role of Career Ladder Program Coordinator, a position funded out of the career ladder grant. A contract for his services for the months of August and September for an amount not to exceed $10,000 has been submitted to the City Controller in his capacity as fiscal agent for the grant. Upon approval of the format of that contract, similar contracts for the same period will be submitted for Beagle & Bleiweiss and Beeson, Tayer for grant-funded work in the establishment of the Career Ladder Program during the months of August and September. A contract for City College for the Career Ladder Program has also been submitted to the Controller's Office.

That completes the outstanding contracts invoices as of this date. This memo will be on the agenda for the Board's August 27, 2002 Meeting.

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Coordinator's Report
Municipal Railway Improvement Fund
August 27, 2002

5.a Program Management

(i) Revised budget and spending for FY 2002-2003
At our July 2 meeting, the Board of Trustees approved a new budget for FY 2002-2003 on a shortfall that occurred during FY 2001-2003. In summary: From the original budget of $745,267 for FY2003 we borrowed $229,370 to cover FY 2001-2002 outstanding invoices, with the remaining $515,897 for FY 2002-2003 expenses. **Please see attachment # 1, line item budget and spending plan for FY 2002-2003.**

(ii,iii,iv) Report delivered by Board Secretary

5.b Ambassador Training Program
(i) Resumption of Training
Following discussions with Muni personnel, including Fred Stephens, Audrey Rice-Oliver, Lisa Mancini, and Bud McNaughton, Ambassador Training, will be resumed, five days a week, beginning September 9. The training will take place run on the following schedule: September 9-13, September 23-27, October 7-11, October 21-25 and October 28-November 1. There will be a process of review and evaluation prior to resumption in January 2003.

The program will be reduced to a five-day program. Participants will attend all five days consecutively. Muni will assign approximately 20 people to each class, with appropriate representation from all departments. The trainers will be assigned by seniority, as previously agreed by MIF, Local 200 and Muni. The Training Department will rotate trainers through the program in an equitable and educationally sound manner.

MIF will hire Knight and Associates and Stir Fry to meet with the Muni trainers as soon as possible for an additional day to review skills acquired in the train-the-trainer program and discuss compression of the program to five days. Knight & Associates and StirFry. Knight & Associates and StirFry will also follow up with observation and evaluation, on a schedule to be determined.

(ii) Budget for Resumption of Training
The budget for resumption of training has been set at $6,000 per month for FY 2002-2003. This will cover at least one day of preparation for Muni staff by Knight & Associates and Stir-Fry as well as periodic observation and evaluation.

5.c Employee Assistance and Peer Assistance Program: Report delivered by Sabina Ubell

5.d Friends of Muni": report delivered by Burton Maxwell

5.e Publications: report delivered by Gayle Orr-Smith

5.f San Francisco Career Ladder Training Grant.

As the Trustees are aware, the San Francisco Career Ladder Project, funded by the State of California Employment Development Department, has gotten underway. The basic, core vision of the grant is to help Muni employees by providing training which will allow them to build and advance their careers as far as they

want to go, with appropriate incentives. The grant is a genuine partnership between Muni, the MIF, Muni-related unions, and City College of San Francisco. Coordination with Muni has been excellent.

This summer, some very important building blocks for the project have been put into place.

(i) MOU with CCSF – Report delivered by Board Secretary, Geoff Piller
(ii) Contracts with other providers, Beagle & Bleiweiss, Beeson, Tayer and Bodine, Frank Lee and Haile Girma. – Report delivered by Board Secretary, Geoffrey Piller
(iii) Curriculum development:

On July 17 and then again on August 8, MIF and Muni staff met with City College to discuss curriculum for the SF Transit Career Ladder Program. Present were Lisa Mancini, Audrey Rice-Oliver, Fred Stephens, Ray Williams, Michael Hursh, Candy Heurlein, Larry Martin, Claire Caldwell, Suzanne Korey, Danny Beagle and Frank Lee.

We agreed that City College will initiate a first level supervision class by mid-October, 2002. It will be based on existing curriculum, modified to reflect Muni's needs, covering operations and maintenance. The curriculum will be developed by City College, based on a meeting of a panel of experts and other input.

The class will be publicized within Muni, but must be open to all. The class will last for 8 weeks @ 3 hours per week, for 1.5 college credits.

Muni will schedule a 9139 exam to allow for the completion of this class.

For completion of the first level supervision class, participants will be given a number of points on the exam, or other related exams, the exact number of points to be determined. Promotional credit—either through points, equivalency or other means—will be awarded for completion of other Career Ladder classes, to determined on a case-by case basis.

Muni will explore revising minimum qualifications to include requirements for classroom training.

The same participants met with Kevin Shelley, Assistant Business Manager of Local 6, IBEW on August 8 and agreed that the Career Ladder Program would next develop a basic, entry-level electronics program, to be presented in January 2003.

iv. Publicity and Promotion.

Over the last month, Career Ladder staff, MIF staff and City College personnel have attended meetings at each division in order to publicize the Career Ladder Grant. A brochure has been printed and has been mailed to the homes of all Muni employees, with the cooperation of Muni.

To date approximately 200 MUNI workers have met with CCSF staff at various divisions to learn more about the Career Ladder program. Attached are the results from a survey of 72 of those employees defining their areas of interest.

In order to maximize the success of the Career Ladder Program, and minimize the potential for misunderstandings about what the Program can provide, we are developing and implementing a communications plan that will:

- Address the issue of "expectations".
- Emphasize the importance and purpose of "continuing education" in all careers, especially within the transportation industry.
- Publish definitions of the types of courses that will qualify for tuition reimbursement.
- Provide detailed career ladders which explains both the hard and soft skills that each type of position requires.

We will continue to work very closely with CCSF to insure that the content, scheduling and the location of classes generate successes for all participants.

Attachment #2

Curriculum Survey Trends Report

Interests Areas of surveyed MUNI employees

(72 employees)

Computer Skills	
Word processing	34
Windows	42
Internet	42
Spread Sheets	28
C. Skills for Mgmt.	34
Maintenance Skills	
Electrical	16
Electronic Tech.	14
Diesel	8
Civil Service Test Prep.	40
ESL	17
Comm. Skills	33
Report Writing	36
Career Goals	
Operator	
9163	0
Management	
9139	44
TM-1	31
TM-2	31
Maintenance	
Electrical	9
Electronic	9
Diesel	4

Other interest areas:

"Anything other than custodian"
"Plumbing"
"Math Teacher"
"Train Operator"
"Budget Planning"
"Diagnostic Program Maintenance"
"AFL-CIO Leader or GM"
"New 1960 Job"
"Mechanic"
"Claims Investigation Department"

DRAFT BUDGET FY 2002-2003

SF Municipal Railway Improvement Fund

By vendor

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	Total	Subtotals
BEAGLE & BLEIWEISS														
1. Project Mgmt														
Coordinator	0	5208	5208	5208	5208	5208	5208	5208	5208	5208	5208	5208	57288	
Overhead	3108	3108	3108	3108	3108	3108	3108	3108	3108	3108	3108	3108	37293	
Accounting	0	0	0	0	1500	1500	1500	1500	1500	1500	1500	1500	12000	
Web Page maintenance	500	500	500	500	500	500	500	500	500	500	500	500	6000	
Expenses	0	300	300	300	300	150	300	300	300	300	300	300	3150	
														115731
2. Destinatiaons														
Project mrg		0	5500	0	5500	0	5500	0	5500	0	5500	0	27500	
Editing		0	1355	0	1355	0	1355	0	1355	0	1355	0	6775	
Writing		0	1449	0	1449	0	1449	0	1449	0	1449	0	7245	
Art		0	310	0	310	0	310	0	310	0	310	0	1550	
Design		0	2415	0	2415	0	2415	0	2415	0	2415	0	12075	
Photo		0	310	0	310	0	310	0	310	0	310	0	1550	
Translation		0	100	0	100	0	100	0	100	0	100	0	500	
Circulation		0	1560	0	1560	0	1560	0	1560	0	1560	0	7800	
Miscellaneous		0	300	0	300	0	300	0	300	0	300	0	1500	
														66495
2, Ambassador														
Project mgmt	0	5500	0	5500	0	5500	0	5500	0	5500	0	5500	33000	
Editing	0	1355	0	1355	0	1355	0	1355	0	1355	0	1355	8130	
Writing	0	1449	0	1449	0	1449	0	1449	0	1449	0	1449	8694	
Photo	0	313	0	313	0	313	0	313	0	313	0	313	1878	
Print	0	1543	0	1543		1500	0	1543	0	1543	0	1543	9215	
Design	0	1725	0	1725	0	1725	0	1725	0	1725	0	1725	10350	
Circulation	0	160	0	160	0	160	0	160	0	160	0	160	960	
														72227
4. Friends of Muni														
Staff		5,000	5,000	5,000	5,000	5,000	5,000	5,000	5,000	5,000	5,000	5,000	55,000	
Events		200	200	250	250	0	200	200	200	200	200	200	2100	

														57100
5. Ambassador Training Program														
Training	0	2,000	12,000	15,000	6,000	6,000	6,000	6,000	6,000	6,000	6,000	6,000	77,000	
Evaluation	0	0	0	0	0	0	0	0	0	0	5000	5000	10000	
														87000
6 Health Initiative														
Health Fair//Other activities	0	0	1000	1000	1000	1000	1000	1000	1000	1000	1000	0	9000	9000
BEESON TAYER														
Board Secretary	0	4000	4500	4500	4000	4000	4000	4000	4000	4000	4000	4000	45000	45000
WALLER PRESS														
Destinations printing		0	8500	0	8500	0	8500	0	8500	0	8500	0	42500	42500
STEPHEN HORN INSURANCE														
Insurance	4060	0	0	0	0	0	0	0	0	0	0	0	4060	4060
CLAREMONT BEHAVIORAL														
PAP-Training/certification	1133	1133	1133	1133	1133	1133	1133	1133	1133	1133	1133	1137	13600	13600
CROWN PLAZA HOTEL														
MIF Meetings	175	175	175	175	175	175	175	175	175	175	175	175	2100	2100
Subtotal													**514813**	514813

CLAREMONT
BEHAVIORAL SERVICES

Municipal Railway Improvement Fund EAP Report
Submitted by: Claremont Behavioral Services
July 17, 2002

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Dates of Service: July 1, 2001 through June 30, 2002

Total Number of Cases (Operators Only): 179

Presenting Problems	Number of Cases
Marital Family	25
Substance Abuse	19
Emotional	33
Work stress	45
Information/Referral	1
Medical	1
Legal	43
Financial	2
Dependent Care	2
Critical Incident Stress Debriefing	1
Management/Union Consultation	7

Referral Source	Number of Cases
Peer Assistants	97
Self	68
Management/Union	8
Treatment Provider/Facility	1
Family Member	5

EAP Utilization Data from July 1, 2000 through June 22, 2001
From July 1, 2000 through June 30, 2001 there were 170 Operators seen through the EAP. Of these, 18 where substance abuse cases, compared with 19 in the current year. Also, there were 45 Work Stress cases this year, compared with 44 last year. Overall, utilization has been extremely consistent for the past two years. This is attributed to program stability. Annual utilization is 10%, which is well above industry standards of 2-5%, indicating that the Muni program is well publicized.

1050 Marina Village Parkway, Suite 203, Alameda CA 94501 800-788-8829 Fax 510-337-8833 www.claremonteap.com

MUNI PEER ASSISTANCE PROGRAM REPORT

Dates of Service: June 1, through 30, 2002 & YTD

Client Activity

Activity	*Number of Cases*	*Year-to-Date*
New Clients	20	147
Reopened Cases	10	50
Non-Client phone contacts	103	647
Union Consultation & Calls	14	140
Management Consultation & Calls	16	271
Individual Sessions-face to face	63	208
Follow-Up Meetings-face to face	51	351
Organizational Interventions	0	10

Types of Client Problems

Problem	*Number of Cases*	*Year-to-Date*
Emotional a) symptoms of depression (3)	3	36
Substance Abuse a) alcohol	2	31
Work Stress	7	45
Marital/Family a) communications (2) b) domestic violence (1)	3	25
Legal a) referrals b) child support	1 1	14
Financial a) excessive debt	1	8
Medical a) has lupus	1	2
Child/Elder Care		2
Workplace Conflict a) conflict with co-workers	4	10
Traumatic Workplace Event a) passenger assault b) pedestrian accident	6 2	24

Educational Presentations

Forum	*Presentations*	*YTD*	*# Attendees*	*YTD*
Divisional Operator of the Month	4	77	65	1,510
Divisional Site Visits (5 pm – 8 pm)	11	47	94	643
Graduation – Class 9163 & 9139	0	9	0	244
Orientation New Employee	1	2	70	82
Presentation Class 9102	0	5	0	58
VTT/ Ambassador	0	28	0	195
Other Presentations Peer Award	1 0	14 1	15	178 40
TOTAL	**17**	**183**	**244**	**2,950**

A total of 197 cases were seen during FY 2001-2002. 31 cases were for substance abuse. Substances included alcohol, cocaine and marijuana. Previous FY had 36 substance abuse cases.

JUNE IS DRUG AWARENESS MONTH

For Your Information

PRESCRIPTION AND OVER THE COUNTER MEDICATIONS CAN BE DANGEROUS

PRESCRIPTION AND OVER THE COUNTER MEDICATIONS MUST BE TAKEN ONLY AS DIRECTED.

DO NOT TAKE MEDICATION THAT HAS BEEN PRESCRIBED FOR SOMEONE ELSE,

PRESCRIPTION MEDICATIONS LIKE VICODIN, COEDINE, VALIUM, ETC. ARE HIGHLY ADDICTIVE AND CAN CAUSE DROWSINESS.

OVER THE COUNTER MEDICATIONS LIKE ACTIFED, EXCEDRIN PM AND SOME COUGH SYRUPS LIKE ROBITUSSIN, NYQUIL, ETC. CAN CAUSE DROWSINESS. CHECK THE LABEL CAREFULLY.

ALL OF THESE MEDICATIONS PROHIBIT THE OPERATION OF MOTOR VEHICLES AND HEAVY EQUIPMENT AFTER USE.

AND

ALL OF THESE MEDICATIONS CAN HAVE DISASTROUS CONSEQUENCES WHEN TAKEN IN CONJUNCTION WITH ALCOHOL.

HAVE YOU TRIED TO QUIT OR CUT DOWN ON YOUR USE OF PRESCRIPTION OR OVER THE COUNTER MEDICATIONS ON YOUR OWN AND IT HASN'T WORKED? YOU DON'T HAVE TO GO IT ALONE.

WE CAN HELP.

Peer Assistance Program
1508 Fillmore Street
San Francisco, CA 94115
415.353.5274 Mon-Fri 9am-5pm
415.923.6364 24/7

FREE, *CONFIDENTIAL* SERVICES FOR ALL MUNI EMPLOYEES

No issue is too big or too small!

...This Way...

"TO THE GOOD LIFE"

CLAREMONT
BEHAVIORAL SERVICES

Municipal Railway Improvement Fund EAP Report
Submitted by: Claremont Behavioral Services
August 21, 2002

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Dates of Service: July 1, 2002 through July 31, 2002

Total Number of Cases (Operators Only): 15

Presenting Problems	Number of Cases
Marital Family	1
Substance Abuse	2
Emotional	3
Work Issue	6
Information/Referral	0
Medical	0
Legal	2
Financial	1
Dependent Care	0
Critical Incident Stress Debriefing	0
Management/Union Consultation	0

Referral Source	Number of Cases
Peer Assistants	9
Self	6

EAP Utilization Data from July 1, 2001 through July 31, 2001
From July 1, 2000 through June 30, 2001 there were 9 Operators seen through the EAP. Of these, 1 was a substance abuse case, compared with 2 in the current year. Also, there were 6 Work Issues case this year, compared with 3 last year

1050 Marina Village Parkway, Suite 203, Alameda CA 94501 800-788-8829 Fax 510-337-8833 www.claremonteap.com

MUNI PEER ASSISTANCE PROGRAM REPORT

Dates of Service: July 1, through 31, 2002 & YTD

Client Activity

Activity	*Number of Cases*	*Year-to-Date*
New Clients	21	21
Reopened Cases	2	2
Non-Client phone contacts	161	161
Union Consultation & Calls	19	19
Management Consultation & Calls	13	13
Individual Sessions-face to face	32	32
Follow-Up Meetings-face to face	27	27
Organizational Interventions	0	0

Types of Client Problems

Problem	*Number of Cases*	*Year-to-Date*
Emotional a) symptoms of depression	2	2
Substance Abuse a) cocaine and alcohol	2	2
Work Stress	3	3
Marital/Family a) communications (3) b) child custody (1)	4	4
Legal	0	0
Financial a) excessive debt	3	3
Medical	0	0
Child/Elder Care	0	0
Workplace Conflict a) conflict with supervisor (2) b) conflict with co-workers (3)	5	5
Traumatic Workplace Event a) passenger assault (1) b) coach and pedestrian accident (1) c) battery exploded in face (2)	4	4

Educational Presentations

Forum	*Presentations*	*YTD*	*# Attendees*	*YTD*
Divisional Operator of the Month	3	3	60	60
Divisional Site Visits (6 am – 9 am)	6	6	64	64
Graduation – Class 9163 & 9139	1	1	22	22
Orientation New Employee	0	0	0	0
Presentation Class 9102	0	0	0	0
VTT/ Ambassador	0	0	0	0
Other Presentations Peer Award	0	0	0	0
TOTAL	**10**	**10**	**146**	**146**

JULY IS STRESS MANAGEMENT AWARENESS MONTH

For Your Information

STRESS: THE PHYSICAL, MENTAL and EMOTIONAL REACTIONS WE ALL EXPERIENCE as a RESULT of CHANGES and DEMANDS in OUR LIVES.

COMMON SIGNS of STRESS

HEADACHE, STIFF NECK, NAGGING BACKACHE, RAPID BREATHING, SWEATY PALMS, SLEEP DISTURBANCE, FORGETFULNESS, INCREASE IN OR LACK OF APPETITE, IRRITABILITY, UPSET STOMACH.

TO RELIEVE STRESS

DO:

- EXPRESS YOUR FEELINGS BY TALKING to SOMEONE
- CRY IF YOU NEED TO
- EXERCISE. IT IS A VERY EFFECTIVE STRESS MANAGEMENT TOOL
- SEEK PROFESSIONAL ASSISTANCE

DON'T:

- SMOKE
- DRINK ALCOHOL
- OVEREAT
- USE DRUGS

AND REMEMBER

THE PEER ASSISTANCE PROGRAM IS HERE FOR YOU.

Peer Assistance Program
1508 Fillmore Street
San Francisco, CA 94115
415.353.5274 Mon-Fri 9am-5pm
415.923.6364 24/7

FREE, *CONFIDENTIAL* SERVICES FOR ALL MUNI EMPLOYEES

No issue is too big or too small!

...This Way...

"TO THE GOOD LIFE"

Muni Improvement Fund

Ambassador/Friends of Muni Program

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COORDINATOR
Daniel S. Beagle
1736 Franklin Street
Suite 500
Oakland, CA 94107
510-625-7733

To: Municipal Improvement Fund Board of Trustees

From: Maxwell, Friends of Muni Organizer

Re: Organizing Activities

Date: August 19, 2002

Due to the budget concerns of the previous fiscal year, FOM Organizer Maxwell was furloughed for the month of July.

During the month of July an Open House event at Potrero was canceled. In addition, we were forced to cancel other meetings designed to develop line meetings along the Balboa Street corridor (41 Balboa and 28 19th Ave.) and the Downtown Senior Center, Chinese section.

FOM is attempting to reestablish communications with the SAFE Neighborhoods, a citywide program funded by the San Francisco Police Department. SAFE wanted to collaborate with FOM to develop "SAFE Night Out," an event being celebrated nationwide, that would allow operators to interact with various neighborhood groups in San Francisco.

Various members of the San Francisco chapter of ARP have expressed high interest in participating with FOM, so in the days to come, we will develop that resource.

We are currently working towards and Open House in the Presidio Division. Meetings are scheduled with the Division Superintendent Mary Allen-Travis and Division Chairperson John Dudley for Monday August 26, 2002.

Executive Committee Meeting
MIF Publishing Projects -- Heiress Public Relations
August 19, 2002

Destinations - August edition on coaches now
Production increase: 60k to 100k
Issues: distribution
October/November issue: "A Ride Through Time"
Then & now; how far we're come, e.g., equipment, routes etc.
Interviews with veteran operators & riders
A profile of Fred Stevens the new GM and first African-American
His vision etc.

Ambassador - August/September edition being distributed this week

October/November issue: "Handling the Public" A look at the bitter and the sweet or Getting through the morass.
Veterans sharing their wisdom with new operators
Tips from Stir Fry and the Knights
An interview with the GM - "What employees want to know"

AMBASSADOR

VOLUME 4, NO. 3 PUBLISHED BY THE MUNI IMPROVEMENT FUND AUGUST–SEPTEMBER 2002

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PROFILES IN SERVICE

DESPITE UNUSUAL WORK HOURS AND DEMANDS OF FAMILY LIFE, MANY MUNI EMPLOYEES FIND WAYS TO GIVE BACK TO THEIR COMMUNITY (PAGE 4-5)

HEALTH&FITNESS

My Coach, The Gym

When operators have 8- to 14-hour work days, they are not going to easily find time to go to a gym and work out. Dr. Audrey and Mr. Audra Knight believe that there is never going to be one ideal time and place to exercise. But we can all work within the limitations that we have.

Most people don't realize that they can benefit from even one minute of exercise. A simple arms-over-the-head stretch can get the blood flowing and the tension melting in seconds. First do a quick body scan to see where you are harboring stress. Start at the feet and work up to the head. Concentrate on an area that is holding stress by stretching or even just tightening and loosening it.

Audra says, "Make the bus your own." Every bar can be held, while the body is slowly stretched. Stretches can be as simple as reaching for an overhead bar and holding the pose. Bending at the waist and extending the arms gently awakens the lower back. If you are limber, stand still and put one foot up on an extension bar and slowly reach for your toes.

To stay buffed do push-ups without getting down on the floor. Instead put your hands on the back seat and keep your body straight, lean in and push out. Deep knee bends, squats and lunges will have you feeling the burn in no time. Everyone can increase the length of the stretch or the number of repetitions as the body becomes fit.

If there is time, get out and walk around the coach. Operators are required to check the exterior of the coach, the lights, tires, etc. Operators can also check their bodies for tight spots and move their limbs at the same time.

If a person is aware of the need to stretch, he or she will find opportunities to stretch. For example, the act of adjusting mirrors is a great way of activating the muscles and melting away tension.

The Knights emphasize deep breathing and suggest using cues. Every time the front door opens, take a slow deep breath. Every driver can use a signal light or a stop sign as a reminder to relax with some deep breathing.

Audra Knight says, "Changing our thinking is the key. If we admit that we will encounter some stress, we can give ourselves permission to change." ***There is one more thing that can be done anytime, anywhere and that is using the power of suggestion. We can tell ourselves, "I am relaxing, I am bringing down the stress level, I am relaxed."***

Experienced Drivers Share Summer Driving Tips

Sheron

"Children. When school is out watch out for children of all ages. They run out, they go through red lights. It gets bad on Market Street. You just have to stay focused."

Milton

"Watch out for the tourists. I also speak Spanish and Italian and the visitors really admire the buses in San Francisco. They like the connections and the fact that they can get anywhere they want in The City."

Lexis

"There are more bikes out there in the summer and more pedestrians. I drive the 22-Fillmore and the bikes will come flying down the hill out of nowhere and very fast. Look out for them."

Chris

"Pedestrians, they dart out in front of you. You have to get the big picture."

Larry Martin

Union VP has been standing in your corner for 34 years

Very few people enjoy fighting, but Larry Martin does—especially when it comes to fighting for rights. He has been fighting for the rights of Muni operators for 34 years as part of the Transport Workers Union (TWU).

The Pinebluff, Ark., native made his way to the Bay Area in 1958. He served in the Army's Infantry division from 1963-1965. Shortly after getting out of the Army, he wanted to pursue a career in the area of his passion…transportation. "I was always fascinated with transportation," Martin says.

After a few unsuccessful attempts to get a job at AC Transit in the East Bay, Martin was hired at Muni in 1966. Shortly after starting work, he discovered the racial and economic divisions that were prevalent within the system. There were divisions between management, dispatchers and operators.

Among the many injustices, Martin was repeatedly turned down for a rotating schedule, causing him to miss church regularly (all operators were supposed to be assigned different shifts) so; he began to file grievances. He found that his grievances went unanswered. "Nobody (management or the union) wanted to do anything," Martin remembers, "so I took my grievance to the Secretary-Treasurer of the Union." He then got the rotating shift re-established.

But, Martin had to face the repercussions of his "troublemaking" actions. He was assigned to work Run 28 on the 30 line, the hardest line to work. "Most people who work that Run end up resigning," says Martin. "But I wouldn't quit." Then he was sent to work at the East Bay terminal. One of his co-workers warned him that he was being set up. At the East Bay terminal people often threw fares at the operators making it difficult to collect all the money. Martin's friend warned that management would videotape him and try to fire him by accusing him of stealing fares. Martin quickly dodged that bullet by calling in sick. He then confronted management about their ploy and shortly after, they began leaving Martin alone. Other operators noticed his assertiveness and urged Martin to run for union leader.

Since then, he has steadily risen through the ranks. He served as chairman of the Presidio Division for several years. Then he was elected president of Local 250-A where he served for five years. Next, he served as International Representative for 12 years and as International Vice President for eight. He received his current title, International Administrative Vice President last year.

When Martin became a union leader and started his first battle to increase wages by 8 cents, he got his best advice from former San Francisco Mayor Joe Alioto. "After he had me wait in his office all day, he told me, 'You can't come in here raising hell. You have to learn to play by the rules.' " Martin got the employees' raise but he also changed his approach and learned how to work the system.

Today, Martin is still working to make life better for all members of the union. He keeps in close touch with Local 250-A officers, helping them with major negotiations, and in keeping those all-important political fences mended. As chairman of the Muni Improvement Fund, he has fostered numerous programs—like the Ambassador Program and Ambassador Newsletter, the Destinations Newsletter, and Friends of Muni—to improve the day-to-day lives of Muni employees and their riders. To insure diversity in top jobs in the International Union, Martin led efforts that changed the TWU constitution to create a new Civil Rights Division.

Martin is widowed and has two daughters and three grandchildren. He looks forward to the day when he can spend more time with his grandkids and travel more. But until then he says "I will keep fighting to help make life better for employees and their families."

Profiles in Service

VICTORIA ROBINSON-JACQUETTE

Victoria Robinson-Jacquette has been a mentor to many young women and children, especially those that "others have given up on." When she first started driving for Muni 17 years ago she didn't know that there were so many children living in downtown hotels. One night at

11 she had a little girl get on her bus who said, "My Mommy was just taken to jail and I need to get to my aunt's." Robinson-Jacquette gave her some money, took her across town, and later became friends when the little girl looked her up. This led to years of helping children with their homework at South Van Ness and 16th Streets.

Now Robinson-Jacquette spends many hours every week mentoring women in the East Bay. She takes pride in the success of the lives she has touched. She's especially pleased about the progress of one young woman she's been working with for six years. "She just got a good job with the Oakland Unified School District and she and her children are doing very well."

BRUCE CONNOR

When he is not serving as division chair of the Maintenance Division, Bruce Connor is in his neighborhood working with kids and senior citizens. He coaches boys and girls basketball at Sacred Heart Elementary School. Connor also coaches baseball and tutors elementary students in math and English. When he is not working with the youth, he spends his time at the Ella Hill Hutch Community Center helping the seniors play bingo and just socializing with them. Connor was inspired to do community service after his high school basketball coach told him that everyone needs to give something back. After Connor's 30 years of service, it inspires him to see kids who he once coached or tutored now grown and sending their kids to him for the same thing.

JAMES WATERFIELD

James Waterfield began raising money for Easter Seals by doing something he loves - bowling. Now he raises money for the Leukemia Association by doing something many of us wouldn't do if we were paid, and that is run in a marathon. Last year, Waterfield and his wife were able to raise $9,000 for the San Diego Rock n' Roll Marathon to raise money for research for Leukemia and Lymphoma. He has also participated in the San Francisco Police Department's Fuzz the Buzz where

participants shave their heads in honor of those going through chemotherapy. San Francisco took notice of Waterfield's dedication and asked him to be Captain in the Heart Association walk. He also represented the Transport Workers Union and cable car barn for the city-sponsored combined charities fundraiser. For his efforts, The City awarded Waterfield with a plaque for his involvement in public service. "I like to help people who are going through things," he explains. "I want them to know there is light at the end of the tunnel."

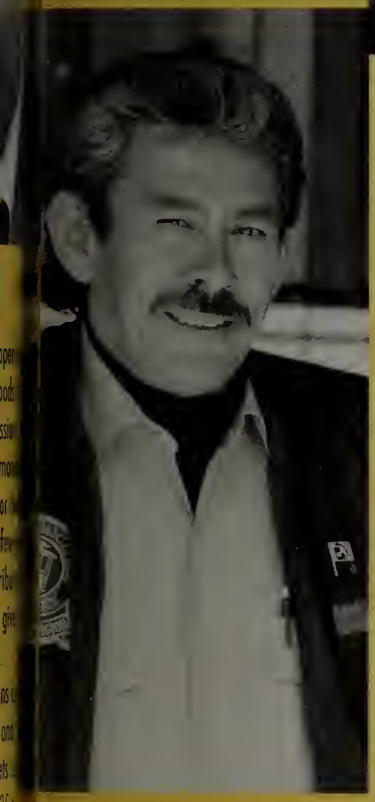
OMONDI

For Omondi, a Muni operator, lecting toys and other goods for dren is a year-round passion. At beginning of the year, Omondi w to organizations to ask for donat of toys or food. Safeway Albertson's often contribute f vouchers for Omondi to give to West Oakland Food Bank.

Whenever the donations come Omondi often collects and st them in her home. It gets crow when she has to pick up 35 bicy as she did last November. The m er of two grown children doe mind when she remembers wh was like to grow up without e money for toys or bikes. Omondi a circle of friends who come toget for different causes, so it seems t almost every weekend there is ch table work taking place.

APHAEL CABRERA

A 21-year veteran cable car erator, Rafael Cabrera has taken the responsibility af helping the ble car divisian give back to the mmunity by gathering senior citi- ns from local senior facilities and lding a Christmas dinner. He uses personal time to solicit business-



including hotels, restaurants and anks for funding and in-kind onations such as faad and utensils. ast year, the cable car division pro- ded food and entertainment for ver 170 seniors. Cabrera also onates his time, resources and cre- ivity to decorate his cable car dur- g the Christmas season. He is now ying ta recruit as many as seven ble cars ta participate in this ear's lighting af the tree ceremany Unian Square.

TAMMY SCOTT

For years operator Tammy Scott worked with Walden House where she helped children 8 years old and up who had problems such as drug use. "I do anything with kids that will mativate and empower them," says Scott who has worked for Muni far about 16 months.

Now that she has three children of her own, she works hard to keep them aut of places like Walden House. Scott is an active member of her church, True Hope Church of God and Christ, and finds opportunities to empower her own and other teens. Far example, she is getting teens scholarships ta Camp Grizzly Academy in San Luis Obispa. She says, "It's a 6-manth live-in program where they can attend school, learn self-discipline and get 65 credits."

JACK KWONG

Dispatcher Jack Kwang spends his free days in the bilingual school community. "My children are in school from 7 a.m. until 3 p.m. Then they have Chinese school from 3 p.m. to 6 p.m.," says the married father of three who has worked for Muni for eight years. "When the children do projects in the community or go on field trips, the staff really appreciates extra help fram parents." Kwong's

children are 3, 5, and 10 years old. Kwong has been taking care of baths, meals and next-day preparations since the first ane was born. Now he says he has "lats af experience" that helps him with children of all ages. Kwong believes that extra adults can make a big difference in haw a community perceives graups af children.

MELINEA MELSON

Since Melinea Melsan first heard about this program from a co-warker, she has been very active with fundraisers and volunteering her time far the Asian Wamen's Shelter. Melsan, an aperatar, says that their upcoming fundraiser, "nat only raises money for these women and their children who have seen domestic violence, but it alsa celebrates women who have came thraugh those dark times."

BRIAN GORDON

Ten years aga aperatar Brian Gardan helped his yaungest san and their friends start a Filipina-American service arganization far yauth, FAS. Gordon has watched it graw beyond the cammunity and take his son ta a pasitian as a student regent at the University af Califarnia at Berkeley. In addition to helping troubled teens, it focuses on minority students and helps them get placed in the University af Califarnia system. They affer advice in everything fram financial aid, haw to get mare involved in community service and church organizations to providing aid for foreign students.

Gordan, who has warked for Muni far 12 years, has always seen his valunteer rale as supporting kids doing the right thing. It could be something as simple as the fact that as Gordon observed, "kids act real nice when an adult is present, they're an their best behaviar."

a HERO

among us

ATTENTION TO DETAIL PREVENTS ACCIDENT

April 17 started off as a typical day for **Tommy Benford, Jr.** As a light rail train operator for more than five years, Tommy was accustomed to relying on Central Control to help guide his train to his destination while he sat back and let cruise control (automatic) do the work. So, when Benford was given his assignment for his evening shift—to retrieve a disabled train—he didn't think it was anything special. The 16-year Muni veteran was told that his train would be traveling on automatic and that he would stop at Embarcadero, then go straight to West Portal. The train did make the stop at Embarcadero, but the rest of the trip did not go as planned.

"When I was coming out of Van Ness station, I knew something was wrong" explains Benford. "I saw that the switch was set for diverge (to go to the left track), so I took the train out of automatic and brought the train to a stop before it got to the switch." If Benford had not been paying attention, the train would have headed onto the same track as oncoming trains filled with passengers. All trains in the area were quickly halted while inspectors came out to investigate and to get the trains on the right tracks. It took almost an hour for everything to get corrected and to get service restored.

"Tommy's quick thinking could have saved many lives," says Ray Antonio, Transport Workers Union president. "He should be commended for his actions."

Although, Benford avoided what could have been a major collision resulting in serious injuries, he doesn't think of himself as a hero. "I was just thanking God that I was alert. Now I hope all operators will pay close attention, because you just never know."

Proud Driver's Granddaughters Excel in Cheerleading Competition

By Barbara Dundy,
Operator-Flynn Division

There is a group of young people you may or may not be familiar with; my three granddaughters are San Francisco Seahawk Cheerleaders. Alexandria Woodward, 7, is on the Mascot Squad, Jade Greene, 10, is on the Junior Pee Wee Squad and Carmena Woodward, 15, is on the Midget Dance Squad.

The 40-year-old San Francisco Police Athletic League (SFPAL), currently sponsors three different teams of football players and cheerleaders in San Francisco. They are the Seahawks, Brown Bombers and the Junior Forty-Niners. The Pacific Northwestern Region leagues feature teams from Alaska to San Diego, Hawaii to Nevada. And the cheerleaders of these leagues don't just cheer their teams on to greatness —they also take part in cheer and dance competitions divisionally, regionally and nationally.

Jade's Junior Pee Wee cheer squad took 1st place in Reno Nev., qualifying for national competition in Orlando, Florida at Disneyworld. This is the third year in a row that the Seahawk Junior Pee Wee Cheer Squad has represented the Pacific Northwestern Region at nationals in Florida. Carmena's Midget Dance Squad went to Disneyworld as the Pacific Northwestern Region 1st place winners. Her squad proudly came away with 3rd place nationally, in just their second year of national competition. The first year the Pacific Northwestern Region ever qualified for nationals in dance competition was in 1999 .

Furthermore, the Seahawk's Junior Midget Dance Squad also competed nationally for the first time at Disneyworld coming home as the 2001 3rd place winners. YOU GO GIRLS! There are approximately 5,000 cheer and dance squads in the country and only 150 were chosen to compete nationally this year. I am so very proud of the Seahawks' accomplishments and of my three granddaughters' participation within this organization.

I would like to acknowledge Brenda, Nitty, Sonya, De Dee Sophie, Michelle, Sharon, Tanya and all of the other coaches who volunteer year after year to coach our girls. These caring and responsible coaches and trainers are in a lot of ways helping to teach our children discipline, patience, trust, confidence, time management, how to listen, follow directions work together as a team and how to win or lose gracefully. Oh, and the traveling they will do! Monetary donations are gladly accepted.

If you have girls or boys with a serious aptitude to be a football player, cheerleader or dancer, you should have them give it a try. Your daughters or sons should be between the ages of 5 and 15, have passable grades in school and good attitudes. A little gymnastic or ballet experience would not hurt. Football and cheer season begins in August of every year. Please contact the San Francisco Police Athletic League if you are interested.

SPIRITUAL ROOTS: African-American operator finds his way to the motherland

Heru Oba Shambe,
Transit Operator — Potrero Division

Heru Oba Shambe is a transit operator at Potrero Division. What makes him unique is that he is a "Babalawo," or high priest of the traditional Afriean religion ealled "Ifa."

Ifa originates from the saered eity of its origin, Ile-Ife, Nigeria, and dates baek more than 5,000 years. Ifa is a monotheistie belief system in whieh all objeets animate and inanimate possess a life foree ealled "ase." There are at least 501 angelie beings ealled Orisa in this religion. They are the intermediaries between Olodumare (God Almighty) and human beings, mueh like the saints are intermediaries between God and man in the Catholie religion.

When Afrieans eame to the Americas via the transatlantie slave trade, they brought their religion with them. It survived in the nations that praeticed Catholicism, for the slaves were able to hide their religion behind the faeade of worshipping Catholic saints. Ifa's derivatives in the Amerieas are "Santeria" (Puerto Rico), "Lukumi" (Cuba), "Shango" Baptist (Trinidad) and "Condomble" (Brazil).

Much like famed "Roots" author Alex Haley, two years ago Shambe traeed his ancestry to the Yoruba ethnie group of southwest Nigeria. This is the same ethnic group that originated the Ifa religion. Shambe is amazed and feels fortunate that he was able to trace his ancestry baek almost 300 years, a feat diffieult for most Afriean-Amerieans due to the searcity of genealogical records kept on African slaves in the United States.

Shambe, who has been seheduled to drive the 54-Felton beginning this year, became interested first in African history and then Afriean spirituality when he was studying for his bachelor's degree at Cal State Hayward in the early '90s. An operator for just under two years, Shambe previously served 10 years in the armed forees and has worked as a eounselor for disturbed youth. A husband and father, who hopes to work in Muni's management someday, Shambe spends his spare time working with Ifa.

After several years of study, he was initiated to Ifa last summer in Nigeria and given the name "Shangodare Fashina." It means "one who Shango judges rightly, and God opens the way" respeetively. While in Nigeria, he attended the 8th Worldwide Orisa Congress, whieh has been traditionally held bi-annually in eountries that have retained some roots based in African Traditional Religion (ATR). However, beeause of the number of adherents who now live here, the 1997 eongress was held in San Francisco, the first time in a eountry that has no retention historically of ATR.

Shambe is a member of the Healing and Teaching Temple of Indigenous African Faith (HATTAF) International, U.S.A. braneh, which is headquartered in Riehmond, Ca., where he has lived most of his life. Shambe is a Babalawo under the spiritual guidanee of High Chief Priest, Babalawo Ifagbenusola Atanda, who is often eonsidered the leader of Ifa priests around the world. Not only is a Babalawo a priest of God, many are aceomplished herbalists/traditional healers. Heru Shambe (who assists in Ifa eonsultations and rituals) or HATTAF Int'l can be reached at (510) 798-8890 or www.hattaf.org.

Pictured above: Heru Shambe in native Yoruba dress with the Babalawo's staff of insignia (Iroke) in his right haud. This picture was taken near the Atlantic Ocean in Lagos, Nigeria.

EXTRA, EXTRA WRITE ALL ABOUT IT!

We're in search of Division Reporters.

If you're the ONE that knaws who's having a baby, who's son or daughter earned a schalarship, or who's retiring after all these years, then you've gat a nase far news and we need you ta put your division on the map. It doesn't matter if yau can't type, we'll help you put it all together. ***To sign up, contact your Local 250-A Division Chair or call : 415-641-5590***

voice 'n vent

Comments from Muni employees to passengers, fellow employees, and management

"Don't rush and stress yourself. You get paid by the hour. The inspectors get paid to put you back on schedule. So don't rush."

"On really hot days the attitudes and personalities of the public changes, you know what I mean. Especially when there is a full moon, the craziness even carries over into the next day."

"I'm new on this job and I've found that my co-workers have the best answers to my questions. The people in the office don't always help. The people, who do the same job as I do, tell me what I need to know and have been very helpful."

"Those motorized scooters are a real menace. The kids on them are fast but they don't stop for buses. There should be more laws regulating them."

"Women who drive for Muni don't have a real voice. I love my job, but we still need a place to discuss our health issues, things like yeast infections, inadequate restrooms, childcare, and the stress of raising kids single-handedly."

(Comments for the Voice and Vent column are anonymous. The Ambassador Newsletter staff cannot promise that any concerns presented here will be answered by Muni management or union personnel in this column or otherwise.)

Moving Up at Muni

The Muni Improvement Fund has won a grant from the State of California, which will help you build your career at Muni.

Under the "SF Transit Career Ladder Partnership," the MIF will work with all Muni unions and with Muni to offer classes to prepare you for the next step up.

For example, you'll be able to take a basic supervision class, or basic electronics. You can brush up your English, math and computer skills. You can learn to be a trainer. Classes will be specially designed for Muni people, to deal with Muni issues.

Classes will be held at times and locations convenient for Muni employees. Passing grades will get you reimbursement for tuition and books, and promotional credit.

Questions, ask your division chair or call 415-550-4379.

Looking Ahead:

In our next issue, we'll have a nutrition makeover, health and safety tips, and with your help, more reports from the Gilley Room. Remember, the more you tell us, the more the Ambassador Newsletter can support your activities. Please write to us at ambassnews@aol.com.

Thanks.

AMBASSADOR

The Ambassador Newsletter is a bi-monthly newsletter, providing an open communications forum for operators and other employees that work with the operator in providing service to Muni riders. Our goal is to provide useful information in an entertaining format that can be enjoyed by all. We invite your input and feedback so that we can continue to improve in meeting your needs. Please let us hear from you via e-mail: **Ambassnews@aol.com**, and by mail to **PO Box 883534, San Francisco, CA 94188-3534**. To reach the MIF call **(415) 440-8619**, or visit our web site at **www.improvemuni.org**.

MINUTES OF THE
MUNICIPAL RAILWAY IMPROVEMENT FUND
REGULAR MEETING
TUESDAY, AUGUST 27, 2002
CROWN PLAZA UNION SQUARE
480 Sutter Street
San Francisco, CA
Sutter III Room – Mezzanine
3:30 p.m.

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TRUSTEES PRESENT: Rây Antonio
James Bourgart
Daniel Daly

ALTERNATE TRUSTEES PRESENT: Irwin Lum
John Madden
Judith Teichman

STAFF IN ATTENDANCE: Danny Beagle, Program Coordinator
Frank Lee, Career Ladder Program Coordinator
Jacqueline Morante, Staff
Geoffrey Piller, Board Secretary

ALSO IN ATTENDANCE: Suzanne Korey, City College of San Francisco
Audrey Rice-Oliver, Muni
Thomas Warren, Peer Assistance Program

(1) **CALL TO ORDER** – It was noted that in the absence of Mr. Martin and Ms. Gourdine, Trustee Madden would act as chair for today's meeting. Acting Chairman Madden called the August 27, 2002 Municipal Railway Improvement Fund meeting to order.

(2) **ROLL CALL WAS CONDUCTED.**

(3) MINUTES OF JULY 2, 2002 – Chairman Madden asked the Board to review the minutes of Municipal Railway Improvement Fund Board of Trustees special meeting of July 2, 2002. After review, **a motion was made, seconded and carried to** correct the minutes of the July 2, 2002 to delete Trustee Madden as "Trustee" and insert his name under the heading "Alternate Trustee" and to approve the minutes, as corrected.

Speakers: John Madden, Ray Antonio and Judith Teichman
Action: Approved
Ayes: Antonio, Bourgart, Daly, Lum, Madden and Teichman.
Motion: 220
Public comment: None

(4) PUBLIC COMMENT - None

(5) ITEMS TO BE CONTINUED - None

(6) PROGRAMS OF THE MUNICIPAL RAILWAY IMPROVEMENT FUND

(a) Program Management

Mr. Beagle presented the Coordinator's Report entitled "Municipal Railway Improvement Fund" dated August 27, 2002 and discussed the following:

i) Mr. Beagle reviewed the Fund's budget for FY 2002-2003 noting the reallocations and reductions necessary to allow the one hundred and fifty thousand dollars ($150,000) transfer to satisfy the FY 2002-2002 funding shortfall. He stated that he will meet with Muni Finance to discuss budget issues next week. In response to a question concerning the outstanding obligations from FY 2001-2002, it was noted that Claremont has not been paid because Muni has yet to complete the contract that resulted from the joint Muni-MIF Request for Proposal. Mr. Beagle further noted that he was recently informed by Muni's finance department that the annual amount provided for in the Muni/TWU MOU covering operators that Muni has not budgeted any funds for the EAP/PAP for operators for Calendar Year 2002. Acting Chairman Madden expressed concern that the Claremont Contract has again been pending so long and that Muni now appears to have concluded that it is not obligated to fund the EAP/PAP. He stated that if Muni is not prepared to conclude the contract for 2002 or to meet its funding obligations, Claremont should not be expected to continue to provide services. Further action was tabled for September Board Meeting.

Speaker: Danny Beagle, Geoffrey Piller, Audrey Rice-Oliver, John Madden, Jim Bourgart, Ray Antonio and Judith Teichman.
Action: None
Motion: None
Public Comment: None

(ii – iv) Status of outstanding invoices, contracts, and RFPs

Mr. Beagle was excused from the meeting. Mr. Piller presented a memo dated August 15, 2002 regarding the status of Fund contracts. After review of the memo, he noted that Muni has agreed to extend the contracts with providers subject to the Fund's request for proposal

for administration of Fund programs and Board Secretary while the RFP is pending. He stated that Chairman Martin cancelled the RFP after concluding that the responses received were not fully responsive and that a new RFP should be issued. He asked the Board for their approval to extend the Fund contracts of Beagle & Bleiweiss Communications, Beeson, Tayer & Bodine, Knight & Associates, Stirfry Seminars & Consulting, and TWU Local 250-A for the first 150 days of FY 2002-3003, subject to changes to the trainer's contract to reflect reduction in their training oversight pursuant to the revised FY 2002-2003 budget and and to authorize Chairman Martin and Treasurer Gourdine to review and sign these extensions on behalf of the Board and Fund.

After discussion, **a motion was made, seconded, and carried to** (1) ratify the decision to cancel and reissue Fund Program Administration RFP, to reissue the RFP and to renew the authorization of Chairman Martin and Treasurer Gourdine to act on the resubmitted RFP for purposes of the ratings of responses, interviews and selection; and (2) in light of the delay in the RFP process, authorize Chairman Martin and Treasurer Gourdine to conclude 150 day extensions of the Beagle, Beeson and TWU 250A Contracts.

Speakers: Ray Antonio, John Madden, Judith Teichman, and Geoffrey Piller.
Action: Approved
Ayes: Antonio, Bourgart, Daly, Lum, Madden and Teichman.
Motion: **221**
Public comment: None

Mr. Beagle was asked to return to the meeting.

(b) Ambassadors Training Program

(i) Resumption of Training

Mr. Beagle reported that the Ambassador Training Program was moved to a five days training program and that he will meet with Muni personnel today to discuss resumption of the program.

Speaker: Danny Beagle
Action: none
Motion: none
Public Comment: none

(c) Employee Assistance and Peer Assistance Programs

Mr. Thomas Warren reviewed the Claremont Behavioral Services reports entitled, "Municipal Railway Improvement Fund EAP Report" dated August 21, 2002 and "Muni Peer Assistance Program Report" June 1, 2002 through 31, 2002 & YTD.

Speaker: Thomas Warren and Geoffrey Piller
Action: None
Motion: None
Public Comment: None

(d) "Friends of Muni" Program

Mr. Beagle stated Mr. Maxwell was unable to attend today's meeting.

(e) Publications

Mr. Beagle stated that Ms. Orr-Smith was on vacation and could not attend today's meeting and reported that the Ambassador Newsletter will be issued sometime this week.

Speaker: Danny Beagle
Action: None
Motion: None
Public Comment: None

(f) San Francisco Career Ladder Training Grant

(i) MOU with CCSF

Mr. Piller reported that the contract for the Career Ladder Training Program with City College is being reviewed by the City Attorney's office.

(ii) "Contracts for Providers"

Mr. Piller stated that because the EDD grant for the Career Ladder Program conditions the grant on commencement of training in the fall, Chairman Martin concluded that the Program could not go forward without a full time coordinator to act as the primary liaison between Muni, the MIF and City College and a fiscal overseer for the crucial "set up" months of August and September. Mr. Beagle served in this capacity on a temporary basis for the month of July and Chairman Martin conducted interviews of applicants for the liaison and fiscal overseer positions for a two month (August-September) contract not to exceed $10,000 and selected Mr. Frank Lee as Program Coordinator and Mr. Haile Girma, CPA as fiscal overseer.

(iii) Contract Authorization

After discussion, **a motion was made, seconded, and carried to** ratify Chairman Martin's actions to engage a coordinator and fiscal overseer for the months of August and September 2002 and to authorize the Chair and Treasurer to enter into contracts on behalf of the Fund with Frank Lee as Career Ladder Program Coordinator and Haile Girma Career Ladder Fiscal Overseer for the months of August and September 2002 for an amount not to exceed, respectively, ten thousand dollars.

Speaker: Geoffrey Piller, Danny Beagle, Ray Antonio, John Madden, and Judith Teichman.
Action: Approved
Motion: 223
Ayes: Antonio, Bourgart, Daly, Lum, Madden and Teichman.
Public Comment: None

(iv/v) Update on curriculum development and recruitment and outreach.
Ms. Korrey reported that she has visited all Muni divisions and is working on the curriculum development with City College, MIF and Muni.

Speaker:	Suzanne Korey and John Madden
Action:	None
Motion:	None
Ayes:	None
Public Comment:	None

(7) ADJOURNMENT

There being no further business, the meeting was adjourned at 5:01 p.m.

Respectfully Submitted,
Geoffrey Piller, Board Secretary

GP:jm

NOTICE OF REGULAR MEETING AND AGENDA FOR THE MUNICIPAL RAILWAY IMPROVEMENT FUND

TUESDAY, SEPTEMBER 24, 2002
3:30 P.M.
CROWNE PLAZA UNION SQUARE
480 Sutter Street, San Francisco
Cable Car Room – Mezzanine

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09-23-02 10:36 RCVD

(1) CALL TO ORDER

(2) MIF MINUTES OF AUGUST 27, 2002 REGULAR MEETING – Review of Minutes and action as required.

(3) ROLL CALL

(4) PUBLIC COMMENT - At this time, members of the public may address the Fund on items of interest to the public that are within the subject matter jurisdiction of the Fund, except agenda items. With respect to agenda items, your opportunity to address the Fund will be afforded when the item is reached in the meeting, with one exception. When the agenda item has already been reviewed in a public hearing at which members of the public were allowed to testify and the Fund has closed public hearing, your opportunity to address the Fund must be exercised during the Public Comment portion of the calendar. Each member of the public may address the Fund for up to three minutes. If it is demonstrated that comments by the public will exceed 15 minutes, the Chairperson or Vice-Chairperson may continue Public comment to another time during the meeting.

(5) PROGRAMS OF THE MUNICIPAL RAILWAY IMPROVEMENT FUND

(a) Program Management

(i) Report concerning status of outstanding invoices, contracts, and RFPs – Action as required.

(ii) RFPs

- Fund Program Administration RFP – Action as required.
- Board Secretary RFP – Action as required.
- Career Ladder Program Coordinator and Fiscal Overseer RFPs – Action as required.

(iii) Contracts

Extension of FY 2001-2002 Contracts into FY 2002-2003 with addition of Career Ladder Program responsibilities – action to approve:

- Beagle & Bleiweiss Communications – Action as required.
- Beeson, Tayer & Bodine – Action as required.

Status of Claremont Contract for EAP/PAP – Action as required.

(iv) MIF budget, FY 2002 – 2003 – Action as required.

(b) Ambassador Training Program

(i) Resumption of Training Update – Action as required.

(c) Employee Assistance and Peer Assistance Program

(i) Employee Assistance and Peer Assistance Programs Report – Action as required.

(d) "Friends of Muni"

(i) Update on activities – Action as required.

(e) Publications

(i) Update on activities – Action as required.

(f) San Francisco Career Ladder Training Grant

(i) Update on curriculum development – Action as required.

(ii) Update on recruitment and outreach – Action as required.

(6) ADJOURNMENT

NOTE - Items listed on this calendar will not be heard before the stated time.

ACCESSIBLE MEETING POLICY - Accessible seating for persons with disabilities (including those using wheelchairs) will be available. In order to assist the City's efforts to accommodate persons with severe allergies, environmental illnesses, multiple chemical sensitivity or related disabilities, attendees at public meetings are reminded that other attendees may be sensitive to various chemical based products. Please help the City accommodate these individuals.

KNOW YOUR RIGHTS UNDER THE SUNSHINE ORDINANCE - (Chapter 67 of the San Francisco Administrative Code) Government's duty is to serve the public, reading its decisions in full view of the public. Commissions, boards, councils and other agencies of the City and County exist to conduct the people's business. This ordinance assures that deliberations are conducted before the people and that City operations are open to the people's view. For more information on your rights under the Sunshine Ordinance or to report a violation of the ordinance, contact the Sunshine
Ordinance Task Force. You may obtain a copy of the Sunshine Ordinance or obtain information concerning the Sunshine Ordinance at the following address:

Rachel Amstine O'Hara, Clerk
City Hall, Room 362
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94102-4683
Office: (415) 554-6171
Fax: (415) 554-6177
Email: Rachel_AmstineO'Hara@ci.sf.ca.us

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The public may inspect documents referred to in this agenda during normal business hours – 9:00 a.m. to 5:00 p.m. from: Yolanda Mora, Municipal Railway Improvement Fund, 1508 Fillmore Street, Suite 211, San Francisco, CA 94115, and you may also call (415) 440-6823.

MINUTES OF THE
MUNICIPAL RAILWAY IMPROVEMENT FUND
REGULAR MEETING
TUESDAY, SEPTEMBER 24, 2002
CROWN PLAZA UNION SQUARE
480 Sutter Street
San Francisco, CA
Sutter III Room – Mezzanine
3:30 p.m.

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TRUSTEES PRESENT: Ray Antonio
Lawrence B. Martin

ALTERNATE TRUSTEES PRESENT: Irwin Lum
John Madden
Judith Teichman

STAFF IN ATTENDANCE: Danny Beagle, Program Coordinator
Jacqueline Morante, Staff
Michael Nelson (on behalf of the Board Secretary)

ALSO IN ATTENDANCE: Tom Ferris, Claremont Behavioral Health Service, Inc.
Audrey Rice-Oliver, Muni
Gayle-Orr Smith, Heiress Consulting

(1) **CALL TO ORDER** – Chairman Martin called the September 24, 2002 Municipal Railway Improvement Fund Board of Trustees Meeting to order.

(2) **ROLL CALL WAS CONDUCTED.**

(3) **MINUTES OF AUGUST 27, 2002** – Chairman Martin asked the Board to review the minutes of the Municipal Railway Improvement Fund Board of Trustees Meeting of August 27, 2002. After review, a motion was made, seconded and carried to approve the Minutes of August 27, 2002 regular monthly meeting, as presented.

Speakers:	Lawrence Martin, John Madden, and Judith Teichman
Action:	Approved
Ayes:	Antonio, Martin, Lum, Madden and Teichman.
Motion:	220
Public comment:	None

(4) PUBLIC COMMENT - None

(4) ITEMS TO BE CONTINUED - None

(5) PROGRAMS OF THE MUNICIPAL RAILWAY IMPROVEMENT FUND

(a) Program Management

(i), (ii), and (iii) Mr. Nelson reported on behalf of Board Secretary Piller that the Amendments extending the TWU 250A, Beagle & Bleiweiss, and Beeson, Tayer & Bodine contracts through November 30, 2002 are being revised to reflect changes required by the City Attorney's Office and that the Request for Proposal for all professional services other than Board Secretary and Career Ladder Coordinator will be issued on September 26, 2002.

(iv) Chairman Martin and Mr. Beagle reported that there continues to be a dispute between Muni and the Fund concerning the payment for EAP and PAP programs. Mr. Beagle stated that Muni asserts that because the EAP and PAP were not included in the FY 2002-2003 Fund budget these programs were not funded and will be paid for the fiscal year. Chairman Martin noted that the Fund submitted its FY 2002-2003 budget without these programs because they are funded entirely separately from the MIF under the City/TWU Memorandum of Understanding. Chairman Martin further reported that there was a meeting with General Manager Burns scheduled for this afternoon to discuss this matter buy Muni canceled the Meeting and it must be rescheduled. Mr. Farris noted that Claremont has not been paid since December of 2001 and asked that this dispute be resolved without further delay.

Speakers:	Lawrence Martin, Danny Beagle , Tom Ferris, John Madden, Judith Teichman, and Michael Nelson.
Action:	None
Ayes:	None
Motion:	None
Public comment:	None

(b) Ambassadors Training Program

Mr. Beagle presented the Coordinators' Report dated September 24, 2002 and stated that the transition to the Muni Training Department appears to be a success. The Board discussed the need to revise the program participant evaluation forms in light of the move to the Training Department and asked that one or more of the Training Department trainers teaching the Ambassadors curriculum come to the October Board Meeting. The Board also noted recent press reports concerning the improvement in public perception of Muni and discussed the Ambassador Program's role in these improvements. The Board directed Coordinator Beagle to bring proposals for further polling of riders to the October Board Meeting and to prepare a report for the MTA concerning the impact of the Ambassadors Program.

Speaker: Tom Ferris and Lawrence Martin
Action: none
Motion: none
Public Comment: none

(c) Employee Assistance and Peer Assistance Programs

Mr. Ferris presented a "Monthly Activity Report" for the EAP and PAP for the month of August 2002 and reported on the status of Claremont's discussion with Larry Williams and Jeff Gary concerning the status of the EAP and Trauma Response program, the PAP phone system and the training certification of the peer assistants. After discussion of Muni's processing of invoices for office-related expenses of the PAP, Chairman Martin asked Claremont to produce a written report concerning the expenses processed to date and those pending for review at the October Meeting.

Speaker: Tom Ferris and Lawrence Martin.
Action: None
Motion: None
Public Comment: None

(d) "Friends of Muni" Program

Mr. Beagle stated that Mr. Maxwell was unable to attend today's meeting but presented a memo dated September 16, 2002 from Mr. Maxwell which states that he is planning an open house for Presidio Division on October 12, 2002.

(e) Publications

Ms. Orr-Smith stated that she is preparing the October/November issue of *Destinations* but noted that Waller Press will not print it without timely payment.

(f) San Francisco Career Ladder Training Grant

Mr. Beagle presented Career Ladder Program Coordinator Frank Lee's report dated September 20, 2002 because Mr. Lee was out of town. The report reflects that with the active involvement of the Division Chairs, City College has received enrollment application from approximately 250 Muni employees and that Mr. Lee and City College anticipated that they would be able to provide a summary of the curriculum to the Board in advance of the October 22, 2002 Board Meeting. The following classes will be offered in October:

- Computerized Report Writing
- Basic Management Supervision

And the following classed will be offered as of February 2003:

- Introduction to Electronics
- Management Supervision (Part II)

Chairman Martin reported that the TWU is actively seeking additional grant sources for the Career Ladder Program and Trustee Madden stated that for purposes of future planning the Program should be structured to prepare Muni employees for successful completion of a college degree.

Trustee Madden reviewed the City College contract for the eighteen month Career Ladder Program, noting that it provides for payment of $350,000 to perform the Career Ladder curriculum development, instruction and administration. After this discussion, **a motion was made, seconded and carried** to authorize Chairman Martin to sign the CCSF contract upon completion on behalf of the Board.

Speaker: Ray Antonio, Danny Beagle, John Madden, Lawrence Martin, and Judith Teichman.
Action: Approved
Ayes: Antonio, Lum, Madden, Martin and Teichman
Motion: 225
Public Comment: None

(7) ADJOURNMENT

There being no further business, the meeting was adjourned at 5:53 p.m.

Respectfully Submitted,
Geoffrey Piller, Board Secretary

GP:ym

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NOTICE OF REGULAR MEETING AND AGENDA FOR THE MUNICIPAL RAILWAY IMPROVEMENT FUND

TUESDAY, OCTOBER 22, 2002
3:30 P.M.
CROWNE PLAZA UNION SQUARE
480 Sutter Street, San Francisco
Cable Car Room – Mezzanine

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(1) CALL TO ORDER

(2) MIF MINUTES OF SEPTEMBER 24, 2002 REGULAR MEETING – Review of Minutes and action as required.

(3) ROLL CALL

(4) PUBLIC COMMENT - At this time, members of the public may address the Fund on items of interest to the public that are within the subject matter jurisdiction of the Fund, except agenda items. With respect to agenda items, your opportunity to address the Fund will be afforded when the item is reached in the meeting, with one exception. When the agenda item has already been reviewed in a public hearing at which members of the public were allowed to testify and the Fund has closed public hearing, your opportunity to address the Fund must be exercised during the Public Comment portion of the calendar. Each member of the public may address the Fund for up to three minutes. If it is demonstrated that comments by the public will exceed 15 minutes, the Chairperson or Vice-Chairperson may continue Public comment to another time during the meeting.

(5) PROGRAMS OF THE MUNICIPAL RAILWAY IMPROVEMENT FUND

(a) Program Management

- **(i)** Report concerning status of contract CA administration July – November 2002 – Update
- **(ii)** RFP request for proposal – Action is requires
  1. Program Administration
  2. Career Ladder Program Coordinator
- **(iii)** Contract with Frank Lee for Career Ladder Program Coordinator for August – November 2002 – Action as required
- **(iv)** Contract with Community Transportation Development Center for (Career Ladder Program) – Action as required
- **(v)** Dispute with Muni over funding. Report concerning dispute with Muni over funding – Action as required.

(b) Ambassador Training Program

- **(i)** Resumption of Training – Update

(c) Employee Assistance and Peer Assistance Program

- **(i)** Employee Assistance and Peer Assistance Programs Report – Action as required.

(d) "Friends of Muni"

- **(i)** Presidio Open House meeting – Update

(e) Publications

- **(i)** Purchase order printing of Destination – Action as required
- **(ii)** Destinations
- **(iii)** Ambassador

(f) San Francisco Career Ladder Training

- (i) Report concerning training – Action as required
- (ii) Other matters related to Career Ladder Program

(6) ADJOURNMENT

NOTE - Items listed on this calendar will not be heard before the stated time.

ACCESSIBLE MEETING POLICY - Accessible seating for persons with disabilities (including those using wheelchairs) will be available. In order to assist the City's efforts to accommodate persons with severe allergies, environmental illnesses, multiple chemical sensitivity or related disabilities, attendees at public meetings are reminded that other attendees may be sensitive to various chemical based products. Please help the City accommodate these individuals.

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22/02

MINUTES OF THE
MUNICIPAL RAILWAY IMPROVEMENT FUND
REGULAR MEETING
TUESDAY, OCTOBER 22, 2002
CROWN PLAZA UNION SQUARE
480 Sutter Street
San Francisco, CA
3:30 p.m.

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TRUSTEES PRESENT: John Madden
Claire Cladwell
Daniel Daly

ALTERNATE TRUSTEES PRESENT: Irwin Lum
Weston Hatch
Judith Teichman

STAFF IN ATTENDANCE: Danny Beagle, Program Coordinator
Yolanda Mora, Staff

ALSO IN ATTENDANCE:
Audrey Rice-Oliver, Muni
Suzanne Korey, City College
Thomas Warren, PAP/EAP

(1) **CALL TO ORDER –** Acting Chairman John Madden called the October 22, 2002 Municipal Railway Improvement Fund Board of Trustees Meeting to order.

(2) **ROLL CALL WAS CONDUCTED.**

(3) **MINUTES OF OCTOBER 22, 2002** – Chairman Madden asked the Board to review the minutes of the Municipal Railway Improvement Fund Board of Trustees Meeting of October 22, 2002. After review, a motion was made, seconded and carried to approve the Minutes of October 22, 2002 regular monthly meeting, as presented.

Speakers: John Madden
Action: Approved
Ayes: Antonio, Daly, Lum, Madden and Teichman.

Motion: 220
Public comment: None

(4) **PUBLIC COMMENT - None**

(5) ITEMS TO BE CONTINUED - None

(6) PROGRAMS OF THE MUNICIPAL RAILWAY IMPROVEMENT FUND

(a) Program Management

(i) Mr. Beagle opened the following matters: Frank Lee was selected after interviews to be the Coordinator for the Career Ladder Program for August to November 2003.
(ii) Contract with Community Transportation Development Center for (Career Ladder Program) is still pending
(iii) Funding for FY 2002-2003: Muni maintains that the PAP/EAP for the year is funded, if at all total MTA appropriation for the MIF and the final budget in February did not include PAP/EAP in the budget. Mr. Beagle noted that the PAP/EAP was not included because it is separately funded in the TWU/CITY MOU.

Speakers: Danny Beagle , John Madden, Audrey Rice-Oliver, Judith Teichman, and Daniel Daly
Action: None
Ayes: None
Motion: None
Public comment: None

(b) Ambassadors Training Program

Mr. Beagle introduced Danielle Parmenter an Ambassador Program trainer. She thanked the Board for its backing and discussed the problems and successes since Muni's Training Department took over the Program, she also noted that the trainers are not given enough time to set up and clean up and they are doing this on their own time and that getting management to attend is still a problem. Trustee Madden asked whether Muni or the Training Department has established a means to track the progress of employees who have completed the Ambassadors Training. Ms. Parmenter said she did not know and Mr. Beagle was to follow upon this question.

Speaker: Beagle, Madden, Caldwell, and Danielle
Action: none
Motion: none
Public Comment: none

(c) **Employee Assistance and Peer Assistance Programs**

Thomas Warren gave the EAP/PAP activity report for October 2002.

Speaker: Thomas Warren
Action: None
Motion: None
Public Comment: None

(d) **"Friends of Muni" Program**

Mr. Beagle stated that Mr. Maxwell was unable to attend today's meeting, and he reported on FOM Presidio open house where 35 people attended and the program received a very favorable response.

(e) **Publications**

No Action

(f) **San Francisco Career Ladder Training Grant**

Mr. Beagle presented Suzanne Korey from City College who stated the classes that start tomorrow and that City College is working on new bulletins in the divisions solely for Career Ladder information. CCSF is also working on tuition reimbursement forms and an Internet class will start on SE campus this Thursday. There will also be evaluation sheets for the students to fill out for each class.

Speaker: Teichman, Caldwell, Madden, and Teichman
Action: Approved
Motion: None
Public Comment: None

(7) **ADJOURNMENT**

There being no further business, the meeting was adjourned at 4:35 p.m.

Respectfully Submitted,
Geoffrey Piller, Board Secretary

GP:ym

NOTICE OF REGULAR MEETING AND AGENDA
FOR THE
MUNICIPAL RAILWAY IMPROVEMENT FUND
TUESDAY, NOVEMBER 19, 2002
3:30 P.M.
CROWNE PLAZA UNION SQUARE
480 Sutter Street, San Francisco
Sutter 1

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(1) **CALL TO ORDER**

(2) **MIF MINUTES OF OCTOBER 22, 2002 REGULAR MEETING – Review of Minutes and action as required.**

(3) **ROLL CALL**

(4) **PUBLIC COMMENT** - At this time, members of the public may address the Fund on items of interest to the public that are within the subject matter jurisdiction of the Fund, except agenda items. With respect to agenda items, your opportunity to address the Fund will be afforded when the item is reached in the meeting, with one exception. When the agenda item has already been reviewed in a public hearing at which members of the public were allowed to testify and the Fund has closed public hearing, your opportunity to address the Fund must be exercised during the Public Comment portion of the calendar. Each member of the public may address the Fund for up to three minutes. If it is demonstrated that comments by the public will exceed 15 minutes, the Chairperson or Vice-Chairperson may continue Public comment to another time during the meeting.

(5) **PROGRAMS OF THE MUNICIPAL RAILWAY IMPROVEMENT FUND**

(a) Program Management

- **(i)** RFP Program Administration– report of interviews - committee interviews and selection – action as required
- **(ii)** RFP and contract for Career Ladder Program Coordinator—Action as required
- **(iii)** RFP for publication of "*Destinations*" – Action as required
- **(iv)** RFP for Board Secretary – Action as required
- **(v)** MIF Budget FY 2002-2003 - update
- **(vi)** Meeting schedule for approval of FY 2003-2004 budget
- **(vii)** Review of payments made to date – Fund service providers – Action as required

(b) Ambassador Training Program

- **(i)** Resumption of Training – Update

(c) Employee Assistance and Peer Assistance Program

- **(i)** Employee Assistance and Peer Assistance Programs Report – Action as required.

(d) "Friends of Muni"

- **(i)** Update – Action as required

(e) Publications

- **(i)** Update – Concerning publication schedule for "*Destinations*" and "*Ambassador*" – Action as required

(f) Career Ladder Training

- **(i)** Update – Action as required

(6) **ADJOURNMENT**

NOTE - Items listed on this calendar will not be heard before the stated time.

ACCESSIBLE MEETING POLICY - Accessible seating for persons with disabilities (including those using wheelchairs) will be available. In order to assist the City's efforts to accommodate persons with severe allergies, environmental illnesses, multiple chemical sensitivity or related disabilities, attendees at public meetings are reminded that other attendees may be sensitive to various chemical based products. Please help the City accommodate these individuals.

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are open to the people's view. For more information on your rights under the Sunshine Ordinance or to report a violation of the ordinance, contact the Sunshine
Ordinance Task Force. You may obtain a copy of the Sunshine Ordinance or obtain information concerning the Sunshine Ordinance at the following address:

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City Hall, Room 362
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94102-4683
Office: (415) 554-6171
Fax: (415) 554-6177
Email: Rachel_ArnstineO'Hara@ci.sf.ca.us

Copies of the Sunshine Ordinance can be obtained from the Clerk of the Sunshine Task Force, the San Francisco Public Library and on the City's website at www.ci.sf.ca.us.

The public may inspect documents referred to in this agenda during normal business hours – 9:00 a.m. to 5:00 p.m. from: Yolanda Mora, Municipal Railway Improvement Fund, 1508 Fillmore Street, Suite 211, San Francisco, CA 94115, and you may also call (415) 440-6823.

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MINUTES OF THE
MUNICIPAL RAILWAY IMPROVEMENT FUND
REGULAR MEETING
TUESDAY, NOVEMBER 19, 2002
CROWN PLAZA UNION SQUARE
480 Sutter Street
San Francisco, CA
3:30 p.m.

TRUSTEES PRESENT: Larry Martin
Daniel Daly
Jim Bourgart
Ray J. Antonio

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ALTERNATE TRUSTEES PRESENT: Irwin Lum
John Madden

STAFF IN ATTENDANCE:
Danny Beagle, Program Coordinator
Yolanda Mora, Staff

ALSO IN ATTENDANCE:
Audrey Rice-Oliver, Muni
Frank Lee
Sabina Ubell
Maxwell

(1) **CALL TO ORDER** – Chairman Larry Martin called the November 19, 2002 Municipal Railway Improvement Fund Board of Trustees Meeting to order.

(2) **ROLL CALL WAS CONDUCTED.**

(3) **MINUTES OF OCTOBER 22, 2002** – Chairman Martin asked the Board to review the minutes of the Municipal Railway Improvement Fund Board of Trustees Meeting of October 22, 2002. It was noted John Madden is an alternate not a trustee. After review,

a motion was made, seconded and carried to approve the Minutes of October 22, 2002 regular monthly meeting, as presented.

Speakers: L. Martin and J. Madden
Action:
Ayes: Martin, Bourgart, Antonio, Daly, Lum, Madden.
Motion: 220
Public comment: None

(4) PUBLIC COMMENT - None

(5) ITEMS TO BE CONTINUED - None

(6) PROGRAMS OF THE MUNICIPAL RAILWAY IMPROVEMENT FUND

(a) Program Management

(i) RFP Program Administration -- Danny Beagle reported interviews were completed for Coordinator. We do not anticipate any problems with bids. Existing contract expires November 30, 2002. Authority of approval of MIF Coordinator will be to Chairman Martin to sigh off.

Speakers: Martin, Bougart, Beagle, Madden and Daly
Actions: Approved
Ayes: Martin, Bougart, Madden, Lum, Antonio and Daly
Public Comment: None

(ii) Contract with Community Transportation Development Center for (Career Ladder Program) – John Madden sent RFP for Coordinator to 18 – 20 people. November 28, 2002 is deadline. Chair appointed a review committee.

Speakers: Martin, Beagle, and Madden
Actions: Approved
Ayes: Martin, Bougart, Madden, Lum, Antonio and Daly
Public Comment: None

(iii) RFP for publications of *"Destinations"* – Danny Beagle reported the City can not print *"Destinations", they* do not have the equipment. Danny stated he needs a purchase order to print the newsletter. – No action was taken.

Speakers: Martin, Bougart, Beagle and Madden
Action: None
Ayes: None
Motion: None

Public comment: None

(iv) RFP for Board Secretary -- Mr. Beagle stated the contract would expire November 30, 2002. Purchasing Department will work on an RFP. Motion to Chair to secure an RFP, offer bids, etc.

Speakers: Martin, Beagle, Bougart, Rice-Oliver, Madden, Antonio, and Madden
Action: Approved
Ayes: Martin, Bourgart, Madden, Lum, Antonio, and Daly
Public Comment: None

(v) MIF Budget FY 2002-2003 -- Danny Beagle reported this is work in process. Mr. Beagle discovered in FY Budget, the MIF was paying for rent for EAP/PAP the enrollment fees for the 24-Hour Fitness Club. He will set up another meeting with Burns.

Speakers: Martin and Beagle
Action: None
Ayes: None
Public Comment: None

(vi) Meeting schedule for approval of FY 2003-2004 budget – none yet.

Speakers: Martin, Madden, and Beagle
Actions: None
Ayes: None
Public Comment: None

(b) Ambassadors Training Program

Mr. Lee gave overview of the current and proposed classes for 2003. Mr. Lee stated the first three classes this fall was approximately 120 students. The program to promote enrollment with buttons and vests has been postponed until January

Speaker: Martin, Lee and Madden
Action: None
Motion: None
Public Comment: None

(c) Employee Assistance and Peer Assistance Programs

Sabina Ubell gave the EAP/PAP activity report.

Speaker: Ubell
Action: None
Motion: None
Public Comment: None

(d) **"Friends of Muni" Program**

Mr. Maxwell states he is re-writing the goals of FOM.

Speakers:	Maxwell, Martin and Beagle
Actions:	None
Ayes:	None
Public Comment:	None

(e) **Publications**

No Action

(f) **San Francisco Career Ladder Training Grant**

Mr. Lee stated City College is finalizing their classes and locations.

Speaker:	Martin, Lee, Audrey Rice-Oliver, and Beagle
Action:	Approved
Ayes:	Martin, Daly, Bougart, Madden, Lum and Antonio
Public Comment:	None

(7) **ADJOURNMENT**

There being no further business, the meeting was adjourned at 5:10 p.m.

Respectfully Submitted,
Audra Knight and Yolanda Mora

AK:ym

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NOTICE OF REGULAR MEETING AND AGENDA
FOR THE
MUNICIPAL RAILWAY IMPROVEMENT FUND
TUESDAY, DECEMBER 17, 2002
3:30 P.M.
CROWNE PLAZA UNION SQUARE
480 Sutter Street, San Francisco
City Suite

(1) **CALL TO ORDER**

(2) **MIF MINUTES OF NOVEMBER 19, 2002 REGULAR MEETING – Review of Minutes and action as required.**

(3) **ROLL CALL**

(4) **PUBLIC COMMENT** - At this time, members of the public may address the Fund on items of interest to the public that are within the subject matter jurisdiction of the Fund, except agenda items. With respect to agenda items, your opportunity to address the Fund will be afforded when the item is reached in the meeting, with one exception. When the agenda item has already been reviewed in a public hearing at which members of the public were allowed to testify and the Fund has closed public hearing, your opportunity to address the Fund must be exercised during the Public Comment portion of the calendar. Each member of the public may address the Fund for up to three minutes. If it is demonstrated that comments by the public will exceed 15 minutes, the Chairperson or Vice-Chairperson may continue Public comment to another time during the meeting.

(5) **PROGRAMS OF THE MUNICIPAL RAILWAY IMPROVEMENT FUND**

(a) **Program Management**
- (i) Budget reconciliation report from Muni Finance Department – Update
- (ii) EAP/PAP budget 2002-2003 – Action as requires
- (iii) MIF budget review for remaining program year – Action as required
- (iv) Draft budget for MIF Program FY 2003-2004 – Action as required
- (v) FOM Tax exempt status – Action as required.
- (vi) MIF Program Report to MTA -- Update
- (vii) Review of controller's audit report – Action as requires

(b) **Ambassador Training Program**
- (i) Resumption of Training – Update

(c) **Employee Assistance and Peer Assistance Program**
- (i) Employee Assistance and Peer Assistance Programs Report – Action as required.

(d) **"Friends of Muni"**
- (i) Update -- Action as required

(e) **Publications**
- (i) Purchase order printing of Destination – Action as required
- (ii) Destinations – Action as required
- (iii) Ambassador – Action as required

(f) **San Francisco Career Ladder Training Program**
- (i) Report concerning training – Action as required
- (ii) Other matters related to Career Ladder Program

(6) **ADJOURNMENT**

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